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UNIVERGE SV8100

INMAIL SYSTEM GUIDE

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Quick Setup

SECTION 1 INSTALL THE INMAIL BLADE

The InMail CompactFlash drive must never be inserted or removed with the chassis power on. Always turn chassis power OFF when inserting or removing the InMail CompactFlash drive.

1. Take adequate anti-static precautions.
   - Wear a grounded wrist strap at all times when installing or removing the InMail blade.
   - Ensure the wrist strap is attached to a known earth ground (such as the earth ground lug on the CHS2U).
   - Discharge any built-up static electricity by touching the cabinet earth ground lug.
2. Install four plastic stand-offs included with the InMail blade before installing the CompactFlash card assembly.
   - Locate stand-offs as shown in Figure 1-1 CPU without InMail Daughter Board (PZ-VM21) and CompactFlash on page 1-2.
   - Be sure to install the stand-offs from the back (underneath) side of the blade.
3. Install the InMail CompactFlash card assembly face up as shown in Figure 1-2 InMail Daughter Board with CompactFlash Card Assembly Installed on page 1-2.
4. Insert the InMail blade into the CN4 connector on the CPU.
   - Position the InMail blade over the CN4 connector — then push the blade into the connector on the CPU.

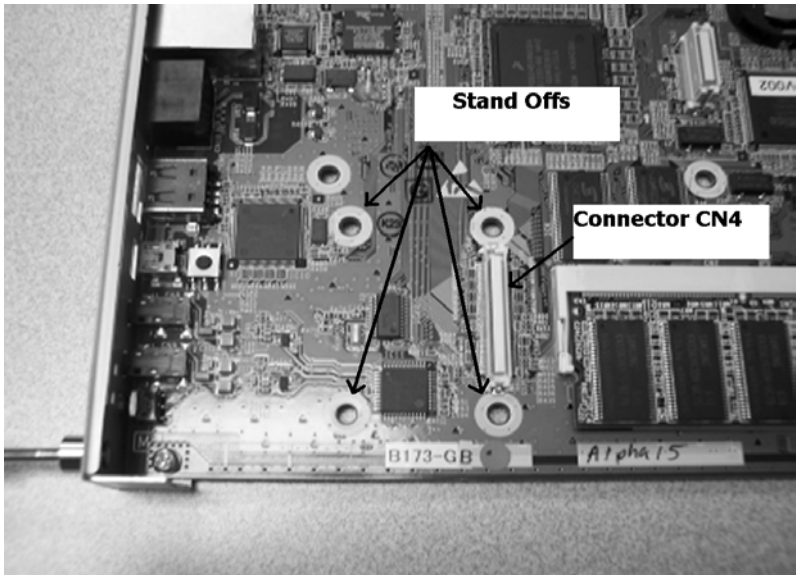


Figure 1-1 CPU without InMail Daughter Board (PZ-VM21) and CompactFlash

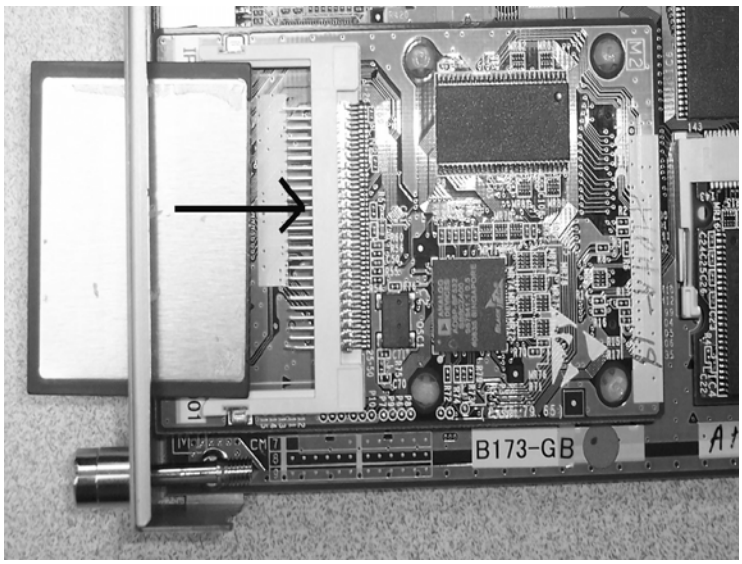


Figure 1-2 InMail Daughter Board with CompactFlash Card Assembly Installed

SECTION 2 LED INDICATION

1. Power up the system.
   - Remove the grounded wrist strap.
   - Mount the PZ-VM21 onto CD-CP00.
   - Install the CD-CP00 in the SV8100 chassis.
   - Turn the chassis power switch to On.
2. Check the InMail LED. See Figure 1-3 Checking LED1.
   - Once the system powers up, check LED1 on the InMail daughter board. LED1 is viewable on the front panel of the CD-CP00.

     . *LED1 will blink quickly only when the InMail CF is being accessed.*

Figure 1-3 Checking LED1

SECTION 3 START-UP (DEFAULT) INMAIL CONFIGURATION

When you install the InMail blade and turn on the system, InMail has the following default programming:

- Subscriber Mailboxes are enabled for extensions 200-207. The mailbox numbers are the same as the extension numbers.
- The Automated Attendant does not answer outside calls.
- The InMail does not answer internal calls.

SECTION 4 BASIC FUNCTIONS WITHOUT MAIN GREETING

To make the InMail answer, the following programming must be done. The example shown is for a 8-port InMail. Extension, Group and Pilot Numbers shown can be adjusted as needed per installation requirements.

- **47-01-17** Set first port of In-Mail to 25, changing this PRG requires a **CHS2U GW** reset.
- **10-09-01** Verify at least one resource is set to ICM/TRK or Common.
- **11-07-01** Set TEL Group Pilot 64 to 555 (Note: digit 5 is set to 4 digits by default). **Never** use Group 1, as this is the default group for all extensions.
- **15-03-01** Set extension 224~231 to DP
- **15-03-03** Set extension 224~231 to Special.
- **16-02-01** Put 224~231 in Group 64.
- **16-02-02** Assign priorities 1~8 to 224~231.
- **16-01-01** Set Group 64 name to Voice Mail.
- **16-01-04** Set Group 64 to Circular.
- **16-01-10** Set Group 64 to Busy/No Answer.
- **45-01-01** Set to Group 64.

SECTION 5 ENABLE THE MAILBOXES FOR ALL INSTALLED EXTENSIONS

Since by default only extensions 200-263 have Subscriber Mailboxes, you should enable additional Subscriber Mailboxes for all installed extensions.

To enable additional Subscriber Mailboxes:

1. In 47-02-01 Mailbox Type, enter 1 to enable a Subscriber Mailbox for each extension as a ‘Person’ mailbox.
   - To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 should correspond to port 1, which in turn corresponds to extension 200.
2. In 47-02-02 Mailbox Number, select the extension number to be associated with the mailbox you are programming.
   - Normally, mailbox 1 should use Mailbox Number 200, mailbox 2 should use Mailbox Number 201, etc.

3. In 15-02-26 Message Key Operation Mode, enter 1 at each extension for which you are adding a mailbox. This enables the Message key for Voice Mail access.
   - You can optionally use 15-07-01 Programming Function Keys to assign a Voice Mail programmable key (code 77).
   - If you don't assign the Message key or a programmable key for Voice Mail access, an extension user can access his mailbox by the following actions:
     - Press Speaker key
     - Dial InMail pilot number
     - Dial mailbox number

SECTION 6 SET UP AUTOMATED ATTENDANT TO ANSWER OUTSIDE CALLS

To enable Automated Attendant to answer outside calls, set up Direct Inward Lines (DILs) and terminate them to InMail.

Automated Attendant enables the following capabilities:

- All calls are answered by Call Routing Mailbox 1 and Dial Action Table 1. This happens because:
  - Answer Table 1 Runs Monday-Friday from 8:30AM to 5:00PM, and uses Call Routing Mailbox 1.
  - At all other times, the Default Mailbox answers – also using Call Routing Mailbox 1.
- Dial Action Table 1 allows outside callers to perform the following actions:
  - Dial system extensions (if installed).
  - Dial 0 for an operator (extension 200).
  - Dial * + Extension to leave a Quick Message in a mailbox.
  - Dial # + Extension to remotely log on to their mailbox.
  - Wait on the line to be automatically routed to the operator.

To Set up the Automated Attendant to answer outside calls:

1. Set up trunks as Direct Inward Lines (DIL) or Direct Inward Dialling lines (DID).

   . *For full details for Direct Inward Dialling (DID) programming, refer to the features manual.*

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

Assign Service Type 3 to each trunk you want to be a DID. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type **0** (Normal).*

2. Have the Direct Inward Lines or Direct Inward Dial lines terminate to InMail (extension 555).

22-07-01 DIL Assignment

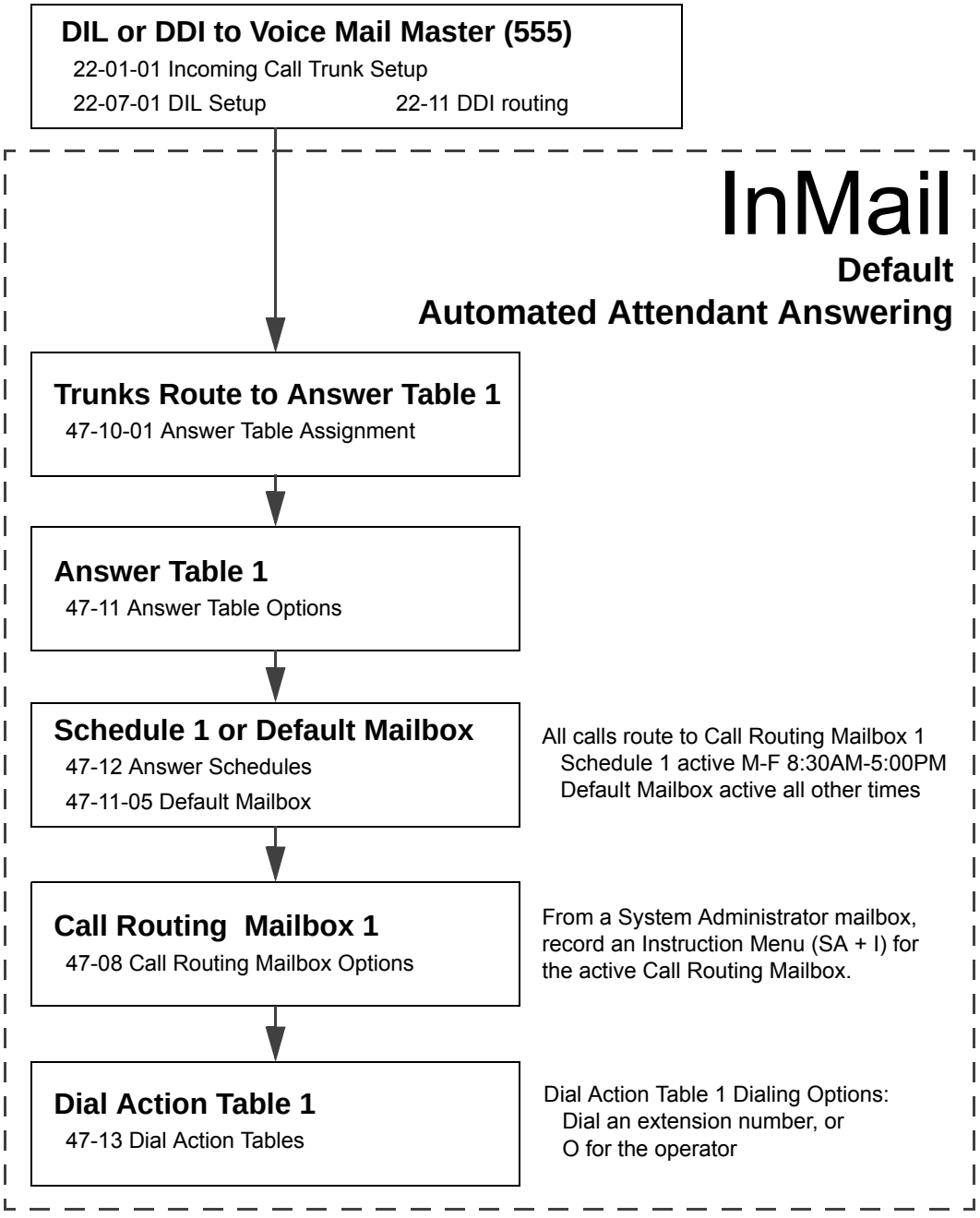
For each trunk you designated as a DIL above, enter 555. Make a separate entry for each Night Service mode.

. *By default, there are no DIL destinations programmed.*

22-11 DID Assignment

For the required incoming digits, enter 555 in 22-11-02 or 102 (Voice mail routing) in 22-11-05 or 06 . Make a separate entry for each Night Service mode configured.

3. Review the default Automated Attendant setup.


DIL or DDI to Voice Mail Master (555)
22-01-01 Incoming Call Trunk Setup
22-07-01 DIL Setup
22-11 DDI routing
InMail
Default
Automated Attendant Answering
Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment
Answer Table 1
47-11 Answer Table Options
Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-05 Default Mailbox
All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30AM-5:00PM
Default Mailbox active all other times
Call Routing Mailbox 1
47-08 Call Routing Mailbox Options
From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.
Dial Action Table 1
47-13 Dial Action Tables
Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator

SECTION 7 SET UP SIMPLE DAY/NIGHT ANSWERING

After you set up DILs to InMail, Call Routing Mailbox 1 answers outside calls. This is because:

- All trunks by default are assigned to Answer Table 1.
- Answer Table 1, which runs Monday-Friday from 8:30AM to 5:00PM, uses Call Routing Mailbox 1.
- The Default Mailbox, which runs at all other times (evenings and weekends), also uses Call Routing Mailbox 1.

To Set up simple Day/Night Answering:

- In 47-11-03 Default Mailbox Category and in 47-11-03 Default Mailbox Number change the Default Mailbox for Answer Table 1 to 2.
- From the System Administrator Mailbox:

1. Dial SA + I and record a new Instruction Menu message for Call Routing Mailbox 1.
2. Dial SA + I and record a new Instruction Menu message for Call Routing Mailbox 2.

. *Monday through Friday from 8:30AM to 5:00PM callers hear the Instruction Menu message for Call Routing Mailbox 1.*
Evenings and weekends, callers hear the Instruction Menu message for Call Routing Mailbox 2.

. *Review the feature* *Automated Attendant on page 2-63*.

SECTION 8 INMAIL SYSTEM REQUIREMENTS

- InMail Software
- InMail CompactFlash Drive
- PZ-VM21 Daughter Board

SECTION 9 EXAMPLES OF COMMON APPLICATIONS

The examples below show common applications. The chart in the beginning of each example provides the following information:

- How the relevant programmable options work by default.
- The Application Summary providing the basic steps to set up the application.

Following the chart are the step-by-step instructions for setting up the application.

For more information, refer to Programming on page 3-367 in this manual.

Example 1: Set Up Separate Day and Night Greetings

Default Automated Attendant Answering
All trunks answered by the Automated Attendant route to Answer Table 1. ● Answer Table 1 uses Schedule 1 to answer calls from 8:30 AM -5:00 PM Monday through Friday with Call Routing Mailbox 1. ● The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times. The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 1.
The greeting that plays to outside callers is the Instruction Menu for the Call Routing Mailbox that answers the call.
Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, the Automated Attendant answers all calls the same way day and night, with the Instruction Menu for Call Routing Mailbox 1.
Application Summary
Change the Default Mailbox from Call Routing Mailbox 1 to 2. Record a night Instruction Menu for Call Routing Mailbox 2.

Change the Default Mailbox to Call Routing Mailbox 2.
47-11-03 Default Mailbox Number, change the Default Mailbox assignment to 2.

Record the daytime and night Instruction Menus.

1. At extension 200, press **Message**.
2. Dial **SA** (72) + **I** (4).
3. Dial **001** (for Call Routing Mailbox 1) + **R** (7).
4. Record the daytime Instruction Menu message + # twice.
5. Dial **I** (4).
6. Dial **002** (for Call Routing Mailbox 2) + **R** (7).
7. Record the night Instruction Menu message + # + hang up.

. *See the Instruction Menu in this manual.*

Example 2: Provide Unique Day and Night Dialing Options for Callers

Default Dial Action Table Options
All Call Routing Mailboxes (1-8 by default) use Dial Action Table 1. Dial Action Table 1 provides the following dial options: ● Dial extension number. ● Dial 0 for the operator. ● Dial * + extension to leave a Quick Message. ● Dial # + extension to do a Remote Logon to the mailbox. ● Timeout to operator if no digits dialed.
Application Summary
Allow callers at night to dial 0 to leave a message for the operator.

Set up separate day and night greetings.
Following example 1, set up separate day and night Instruction Menus using Call Routing Mailboxes 1 and 2.

1. Example of the day Instruction Menu: Thank you for calling. For Sales, dial 201. For Technical Support, dial 202. To talk to an operator, dial 0. If you know your party's extension number, please dial it now.
2. Example of the night Instruction menu: Thank you for calling. Our normal business hours are 8:30 to 5:00, Monday through Friday. To leave us a message, please dial 0 now.

Assign a unique Dial Action Table (2) to the night time Call Routing Mailbox (2).
In 47-08-01 Dial Action Table, assign Dial Action Table 2 to Call Routing Mailbox 2.

Change the dialing options for the night time Dial Action Table (2).
In 47-13-01 InMail Dial Action Table Actions for Dial Action Table 2, make the following changes:

1. For the digits 2 and 3, enter **0** for the Action entry to prevent callers from dialing extensions at night.
2. For the digit 0, change the Action entry to REC1 (by dialing **3**) and the Data entry to **200**. This allows night time callers to dial **0** to leave a message for the operator.
3. Note that the * and # entries are left unchanged so that experienced users can still leave Quick Messages or do Remote Logons at night.

Example 3: Manual Night Mode Control of the Automated Attendant

Default Scheduling Options
There is no manual control of the Automated Attendant. All calls answered by the Automated Attendant automatically follow the schedule set up by Answer Table 1. ● Answer Table 1 uses Schedule 1 to answer calls from 8:30 AM -5:00 PM Monday through Friday with Call Routing Mailbox 1. ● The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times. The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 1.
Application Summary
Set up a programmable key to switch the system into the night mode. Assign a Group Mailbox to a virtual extension. Have calls at night route to the virtual extension, which is Fixed Call Forwarded to voice mail.

Set up programmable keys to switch the system into the night mode and back into the day mode.

Night Mode

1. At the extension that should control the system night mode, press Speaker + **851**.
2. Press the programmable function key you want to assign as the day (night mode 1) key.
3. Dial **09** + **1** (for night mode 1).

   . *You hear three confirmation beeps.*

   . *This allows the user to switch the system into the day mode (i.e., night mode 1).*

Day Mode

1. Press the programmable function key you want to assign as the night (night mode 2) key.
2. Dial **09** + **2** (for night mode 2).

   . *You hear three confirmation beeps.*

   . *This allows the user to switch the system from the day mode into night mode 2.*
3. Press Speaker to hang up.

Allow the extension to switch the system night mode.

1. In 20-07-01 Manual Night Mode Switching, enter **1** to enable night mode switching in the extension Class of Service.

   . *By default, this capability is disabled.*

2. In 20-06-01 Class of Service for Extensions, assign the extension Class of Service.

   . *By default, extension 101 has Class of Service 15. All other extensions have Class of Service 1.*

Set up a Group Mailbox as a Call Routing Mailbox.

1. In 11-07-01 Department Group Pilot Numbers, assign a pilot number (e.g., 600) to an unused Department Group (e.g., group 10).

   . *By default, all extensions are assigned to group 1.*

2. In 47-03-02 Group Mailbox Number, enter the pilot number assigned in step 1 above.

   . *By default, there are no Group Mailbox numbers assigned.*

3. In 47-03-03 Group Mailbox Type, enter **1** to assign the Group Mailbox as a Call Routing Mailbox.

   . *By default, Group Mailboxes are assigned as Subscriber Mailboxes (3).*

4. In 11-07-01 Department Group Pilot Numbers, press **Hold** to remove the assignment made in step 1 above.

   . *You can use the Department Group for other programming.*

Set up a virtual extension that will handle the switching for the trunk.

1. In 11-04-01 Virtual Extension Numbering, assign the Group Mailbox Number in step 2 as the extension number for a virtual extension port.

   . *For example, assign extension 600 to virtual extension port 1.*

   . *By default, there are no virtual extension numbers assigned.*

Terminate the trunk to the virtual extension in the night mode.

1. In 22-07-01 DIL Assignment, assign the trunk to the virtual extension (e.g., 600) in night mode 2.

   . *When the extension user presses the night key, the trunk follows this routing.*

   . *By default, there are no DIL assignments set up.*

2. Check the setting of 22-02-01 Incoming Call Trunk Setup to be sure the trunk is set up as a Direct Inward Line (4).

   . *By default, trunk types are set to normal (0).*

Fixed Call Forward the virtual extension to Voice Mail.

1. In 24-06-01 Fixed Call Forwarding, enable immediate Fixed Call Forwarding to the InMail Master Number (555).

   . *For example, for virtual extension 600 enter 3 for Call Forward Type and 555 for the destination.*

   . *By default, Fixed Call Forwarding is not set up.*

Record the Instruction Menu for the Group Call Routing Mailbox.

1. At extension 200, press **Message**.
2. Dial **SA** (72) + **I** (4).
3. Dial the number of the Group Call Routing Mailbox (e.g., 600) + **R** (7).
4. Record the Instruction Menu message + # + hang up.

   . *See* *Instruction Menu on page 2-221* *in this manual.*

   . *When the system is in the day mode, the trunk is answered by InMail normally and follows the programmed Answer Table.*

   . *When the extension user presses the night mode 2 key, the trunk is answered by the programmed Call Routing Mailbox, overriding the Answer Table assignment.*

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Features

SECTION 1 INTRODUCTION TO INMAIL FEATURES

If you are not familiar with the InMail features, review the Section 2 Feature Glossary on page 2-16.

Chapter 2

This chapter provides detailed information on the InMail features. The features are listed alphabetically. Each feature description includes the following headings.

- Description

  Read Description to get an overview of the feature, its benefit, any special considerations you should be aware of, and how it works in the default system.

- Related Features

  Related Features shows you at a glance how each feature interacts with other InMail features.

- Programming

  Here you'll find easy to follow step-by-step programming instructions for each feature.

- Operation

  Operation provides charts that show how the feature operates.

SECTION 2 FEATURE GLOSSARY

Feature Name	Description	Usage
Administrator Security Code Control	See Security Code on page 2-23 in this glossary.	Voice Mail
Alternate Next Call Routing Mailbox	See Next Call Routing Mailbox on page 2-21 in this glossary.	Voice Mail
Announcement Mailbox	Mailbox that allows a prerecorded greeting to play to callers.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox.	Automated Attendant
Answer Table	Determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing.	Automated Attendant
Answering Machine Emulation	A keyset on the connected telephone system can work like a home answering machine.	Voice Mail
Answering Schedule Override	Enables an alternate greeting and alternate dialing options for callers.	Automated Attendant
Auto Attendant Do Not Disturb	Auto Attendant Do Not Disturb sends Automated Attendant calls directly to an extension user's mailbox. Their phone does not ring for calls from the Automated Attendant. See Greeting on page 2-19 in this glossary.	Automated Attendant
Auto Erase or Save	When a mailbox user completely listens to a new message and then exits their mailbox, InMail either automatically saves or erases the message.	Voice Mail
Auto Time Stamp	After a user listens to a message, InMail can optionally announce the time and date the message was left.	Voice Mail
Automated Attendant	The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.	Automated Attendant
Automated Attendant Transfer	While on a trunk call, an extension user can transfer their trunk call to the Automated Attendant so the caller can use the Automated Attendant dialing options.	Voice Mail
Automatic Call Distribution Delay Announcement	With the appropriate hardware and system licenses, the InMail can be used to store two ACD Delay Announcements.	System
Automatic Call Routing to a Mailbox	See Go to a Mailbox on page 2-18 in this glossary.	Automated Attendant
Automatic Message Erase/Save	See Auto Erase or Save on page 2-16 in this glossary.	Voice Mail

Feature Name	Description	Usage
Automatic Routing for Rotary Dial Callers	If an Automated Attendant caller does not dial any digits, InMail automatically routes them to a specified option (such as the operator or a mailbox).	Automated Attendant
Call Forward to a Mailbox	An extension user can forward calls to their mailbox.	Voice Mail
Call Routing Mailbox	The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.	Automated Attendant
Caller ID	A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to InMail to enable Caller ID with Return Call on page 2-17.	System
Caller ID - Automatic Access to VM by Caller ID	Enables easy access to voice mail mailbox on recognition of pre-defined caller ID.	Voice Mail
Caller ID with Return Call	See Make Call on page 2-20 and Time and Date Stamp on page 2-23 in this glossary.	Voice Mail
Calling (Logging On to) a Mailbox	See Log On to Voice Mail on page 2-20 in this glossary.	Voice Mail
Calling the Automated Attendant	Automated Attendant callers can use various InMail features and then return to the Automated Attendant for additional dialing options.	Automated Attendant
Day, Night, and Holiday Greetings	See Flexible Answering Schedules on page 2-18 in this glossary.	Automated Attendant
Deleting a Message	See Message Delete on page 2-20 in this glossary.	Voice Mail
Deleting Mailbox Security Code	See Mailbox Security Code Delete on page 2-20 in this glossary.	Maintenance
Dial Action Table	Defines the dialing options for a Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers.	Automated Attendant
Directory Dialing	Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.	Automated Attendant
Distribution List	A Distribution List is a list of extensions that will receive a message you record and send to a single Distribution Mailbox. Any message left in the Distribution Mailbox will be automatically send to all the mailboxes in the list.	Voice Mail
Email Notification	When a subscriber receives a new message, InMail can automatically send them an email notifying that a new message has arrived. Optionally, the email can include a wav file attachment of the actual new message.	Voice Mail

Feature Name	Description	Usage
Erasing All Messages	Lets the System Administrator delete mailbox messages system-wide.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up.	Voice Mail
Fax Detection	The Automated Attendant can detect incoming fax calls and transfer them to a fax machine.	System
Find-Me Follow-Me	The automated attendant can dial user configurable numbers in an attempt the find the require party. This is a licensed feature.	Automated Attendant
Flexible Answering Schedules	The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week.	Automated Attendant
Flexible Call Routing	The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. There are 3 components to Flexible Call Routing. Answer Table on page 2-16 Determines how the Automated Attendant answers outside calls on each Voice Mail port, according to the time of the day and day of the week that the call is ringing. Call Routing Mailbox on page 2-17 The mailbox associated with an *Answer Table* that specifies which dialing options (*Dial Action Table*) and announcements are available to Automated Attendant callers. Dial Action Table on page 2-17 Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answer Table*, which in turn provides those dialing options to Automated Attendant callers.	Automated Attendant
Flexible Mailbox Numbering Plan	If the telephone system extension numbers are customized, the InMail mailbox numbers can be customized to match.	System
Forced Unscreened Transfer	A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.	Automated Attendant
Forwarding Calls to a Mailbox	See Call Forward to a Mailbox on page 2-17 in this glossary.	Voice Mail
Getting Recorded Help	If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the InMail voice prompts.	Voice Mail
Go to a Mailbox	An Automated Attendant caller can dial a digit and route directly into a mailbox.	Automated Attendant

Feature Name	Description	Usage
Greeting	A Subscriber Mailbox user can record a personalized greeting for their mailbox. With Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make any one of the three active. Callers to the user's mailbox hear the active greeting. With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. See Auto Attendant Do Not Disturb on page 2-16 in this glossary.	Voice Mail
Group (Shared) Mailbox	An extension user can share a Group Mailbox with co-workers for receiving and sending messages.	Voice Mail
Guest Mailbox	An outside party can have their own mailbox for receiving and sending messages.	Voice Mail
Hang Up	An Automated Attendant option that immediately hangs up the outside call.	Automated Attendant
Help	See Getting Recorded Help on page 2-18 in this glossary.	Voice Mail
Hotel Motel	Allows integration with Hotel Motel feature for initialisation of mailbox	Voice Mail
Individual Trunk Greetings	See Multiple Company Greetings on page 2-21 in this glossary.	Automated Attendant
InMail Upload Download Audio	See InMail Upload Download Audio on page 2-197	Voice Mail
Instruction Menu	The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options.	Automated Attendant
Language Setting	This feature allows the telephone display language and the InMail mailbox language to be changed from the telephone.	Voice Mail
Leaving a Message	An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb.	Voice Mail
Leaving a Message at a Busy/DND Extension	See Leaving a Message on page 2-19 in this glossary.	Voice Mail
Leave a Quick Message	See Quick Message on page 2-22 in this glossary.	Automated Attendant
Listening Options	See Listening to Messages on page 2-19 in this glossary.	Voice Mail
Listening to Messages	While or after listening to a message, an extension user has many message handling options from which to choose.	Voice Mail
Live Record	Allows an extension user to record their active call as a message in their mailbox. InMail broadcasts a beep and a voice prompt to the callers as Live Record begins.	Voice Mail
Local Notification	See Message Notification on page 2-21 in this glossary.	Voice Mail

Feature Name	Description	Usage
Log On to Voice Mail	An extension user can press a key to log on to access their InMail mailbox. With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log on to their mailbox.	Voice Mail
Mailbox Announcement Message	The Mailbox Announcement Message is a message, recorded by the System Administrator, that plays to each subscriber when they log onto their mailbox. The message will play at each log on until it expires, is deleted, or made inactive by the System Administrator.	Administration
Mailbox Greeting	See Greeting on page 2-19 in this glossary.	Voice Mail
Mailbox Logon	See Log On to Voice Mail on page 2-20 in this glossary.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number.	Voice Mail
Mailbox Options Menu	Sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features.	Voice Mail
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. See Security Code on page 2-23 in this glossary.	Maintenance
Mailbox Transfer	See Transfer to a Mailbox on page 2-24 in this glossary.	Voice Mail
Main Menu	The InMail options available to an extension user when they log on to their mailbox.	Voice Mail
Make Call	A Subscriber Mailbox user can listen to a voice message and dial **MC** to return the call without knowing their caller's phone number.	Voice Mail
Message Count Display	The telephone display can show the number of new messages waiting in a user's mailbox.	Voice Mail
Message Delete	An extension user can delete any message left in their mailbox.	Voice Mail
Message Forward	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message.	Voice Mail
Message Length	The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox.	Voice Mail
Message Listen Mode	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, their saved messages, or their held messages.	Voice Mail

Feature Name	Description	Usage
Message Notification	Once activated by the mailbox user, a telephone number is dialed to let the recipient know there are new messages in the mailbox. Notification can call extensions, local numbers, long distance numbers and pagers. When licensed up to five destinations can be called.	Voice Mail
Message Playback Direction	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order.	Voice Mail
Message Record	See Record and Send a Message on page 2-22 in this glossary.	Voice Mail
Message Reply	An extension user can reply to a message in their mailbox by dialing a code, without knowing the caller's extension number.	Voice Mail
Message Send	See Record and Send a Message on page 2-22 in this glossary.	Voice Mail
Message Storage Limit	Sets how many messages a mailbox can store.	Voice Mail
Message Waiting Lamp	An extension Message Waiting lamp flashes on the telephone indicating new messages are waiting in their mailbox.	Voice Mail
Multiple Company Greetings	By assigning a unique Answer Table to each trunk, a single InMail system can provide individual greetings and dialing options for several companies.	Automated Attendant
Name	See Mailbox Name on page 2-20 in this glossary.	Voice Mail
Next Call Routing Mailbox	Provides callers with additional dialing options after they leave a message in an extension mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).	Voice Mail
One-Touch Forwarding	See Call Forward to a Mailbox on page 2-17 and Message Forward on page 2-20 in this glossary.	Voice Mail
One-Touch Mailbox Access	See Log On to Voice Mail on page 2-20 in this glossary.	Voice Mail
One-Touch Mailbox Retrieval	See Log On to Voice Mail on page 2-20 in this glossary.	Voice Mail
Park & Page	When you can't reach a co-worker, IntraMail can automatically Page them for you. See Park and Page/Auto Attendant Direct to Voice Mail on page 2-299 for more.	Voice Mail
Personal Answering Machine Emulation	See Answering Machine Emulation on page 2-16 in this glossary.	Voice Mail
Personalized Mailbox Greeting	See Greeting on page 2-19 in this glossary.	Voice Mail
Programmable Security Code	See Security Code on page 2-23 and Mailbox Security Code Delete on page 2-20 in this glossary.	Voice Mail

Feature Name	Description	Usage
Programming Voice Mail	You can program (customize) InMail by using the PCPro and WebPro programming applications. Limited programming can also be done from a System Administrator's mailbox. See Programming Voice Mail on page 2-22 for more. Also see System Administrator Mailbox on page 2-23 in this glossary.	Maintenance
Quick Message	Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. See Quick Message on page 2-22 for more.	Automated Attendant
Record and Send a Message	A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox.	Voice Mail
Recorded Help	Prerecorded voice prompts guide the user through the InMail features.	Voice Mail
Recording a Conversation	See Live Record on page 2-19 in this glossary.	Voice Mail
Recording a Message	See Record and Send a Message on page 2-22 in this glossary.	Voice Mail
Recording Conversation Beep	See Live Record on page 2-19 in this glossary.	Voice Mail
Recording Options	See Record and Send a Message on page 2-22 in this glossary.	Voice Mail
Remote Log On	See Log On to Voice Mail on page 2-20 in this glossary.	Voice Mail
Remote Greetings	See Greeting on page 2-19 in this glossary.	Voice Mail
Remote Message Notification	See Message Notification on page 2-21 in this glossary.	Voice Mail
Remote Programming	You can remotely program (customize) InMail by using the PCPro and WebPro programming applications. You can also do limited remote programming from the System Administrator's mailbox.	Maintenance
Return Call (with Caller ID)	See Make Call on page 2-20 in this glossary.	Voice Mail
Rotary Dial Telephones	See Automatic Routing for Rotary Dial Callers on page 2-17 in this glossary.	Automated Attendant
Routing Mailbox	Routing Mailboxes are used to route Automated Attendant calls. A Routing Mailbox can be either an Announcement or Call Routing Mailbox.	Automated Attendant

Feature Name	Description	Usage
Screened Transfer	Similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, InMail calls (screens) the destination extension to see if the transfer can go through. ● If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options. ● If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options. Also see Unscreened Transfer on page 2-24 in this glossary.	Automated Attendant
Security Code	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. See Mailbox Security Code Delete on page 2-20 in this glossary.	Voice Mail
Select Listen Mode	See Message Listen Mode on page 2-20 in this glossary.	Voice Mail
Single Digit Dialing	An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an InMail feature.	Automated Attendant
Subscriber Mailbox	The mailbox type normally used for telephone system extensions.	Voice Mail
System Administrator	The extension user that has InMail system administration abilities.	Maintenance
System Administrator Mailbox	A Subscriber Mailbox option that enables the system administration abilities. Also see System Administrator on page 2-23 in this glossary.	Voice Mail
System Re-initialization	Re-initializing InMail returns all programmed options to default value.	Maintenance
Time and Date	After listening to a message, an extension user can dial a code to hear what time the message was sent. Also see Auto Time Stamp on page 2-16 in this glossary.	Voice Mail
Time and Date Stamp	With caller ID installed, an extension user can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number. Also see Caller ID with Return Call on page 2-17 and Time and Date in this glossary.	Voice Mail
Time and Date Stamp (with Caller ID Storage	See Time and Date Stamp on page 2-23 in this glossary.	Voice Mail
Transfer by Extension	See Screened Transfer on page 2-23 and Unscreened Transfer on page 2-24 in this glossary.	Automated Attendant
Transfer Calls to a FAX Machine	See Fax Detection on page 2-18 in this glossary.	Automated Attendant

Feature Name	Description	Usage
Transfer to a Mailbox	An extension user can transfer an active call to a co-worker's mailbox.	Voice Mail
Transfer to an Extension	See Screened Transfer on page 2-23 and Unscreened Transfer on page 2-24 in this glossary.	Automated Attendant
Transfer to the Automated Attendant	See Automated Attendant Transfer on page 2-16 in this glossary.	Voice Mail
Undefined Routing	A dialpad digit for which the Automated Attendant has no routing defined. When an Automated Attendant caller dials a digit for which there is no routing assigned, InMail plays a brief error message and then repeats the dialing options.	Automated Attendant
Undefined Routing Intercept	See Undefined Routing on page 2-24 in this glossary.	Automated Attendant
Unscreened Transfer	Similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, InMail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer. Also see Screened Transfer on page 2-23 in this glossary.	Automated Attendant
Voice Mail Overflow	Ensures that InMail picks up calls that do not go through.	System
Volume Control	A mailbox user can turn the volume up or down while listening to a message.	Voice Mail

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SECTION 3 FEATURE DESCRIPTIONS

This section provides detailed feature descriptions, programming, operating procedures and related feature programming.

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ACD Delay Announcement

Description

The In-Mail can now support Automatic Call Distribution Delay Announcements. Use **Program 41-19 : Voice Mail Delay Announcement** to assign In-Mail Call Routing Mailboxes (PRG 47-03) as ACD Delay “Announcement” Mailboxes.

Conditions

- The KSU must be licensed for ACD and In-Mail in order for this feature to work.
- Call Routing Mailboxes used for Delay Announcements cannot be used for other voice mail features.
- Call Routing boxes used for dialing options cannot be used for other voice mail features.
- When Voice Mail Delay Announcements are being played, InMail talk paths (ports) are used.
- InMail cannot be used for ACD Night Announcement.
- If a caller chooses to dial out of a queue during the delay announcement the caller is immediately removed from the queue.

Default Settings

None

System Availability

Terminals:

Not applicable

Required Component(s):

- SV8100 License for InMail

Related Features

Automatic Call Distribution

Programming

41-08-03 Delay Announcement Source Type

Set ACD Delay Announcement source to In-Mail.

Options:

0 = ACI

1 = VRS

2 = In-Mail

Default:

0

41-19-01 Delay Message Start Timer

Determine how long the system waits before playing the Delay Message.

Options:

0~64800

Default:

0

41-19-02 Mailbox Number for 1st Announcement Message

Assign Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.

Options:

Dial (Up to 8 digits)

Default:

No Setting

41-19-03 1st Delay Message Sending Count

Determine the 1st Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

Options:

0 = No Message Played, 1~255

Default:

0

41-19-04 Mailbox Number for 2nd Announcement Message

Assign Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.

Options:

Dial (Up to 8 digits)

Default:

No Setting

41-19-05 2nd Delay Message Sending Count

Determine the 2nd Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

Options:

0 = No Message Played, 1~255

Default:

0

41-19-06 Wait Tone Type at Message Interval

Determine what the caller will hear between the messages.

Options:

0 = Ring Back Tone

1 = MOH Tone

2 = BGM Source

Default:

0

41-19-07 ACD Forced Disconnect Time After 2nd Announcement

Assign how long the system should wait after the end of the ACD delay message before disconnecting.

Options:

0~64800

Default:

0

41-19-08 Delayed Message Interval Time

Set the timer for the interval between the Delayed Messages

Options:

0~64800

Default:

20

Operation

None

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Announcement Mailbox

Description

An Announcement Mailbox plays a prerecorded announcement to Automated Attendant callers without providing dialing options. The Announcement Mailbox is typically set up to provide information to callers and then route back to the Automated Attendant. See the following example:

- The Automated Attendant instructs the caller to dial a digit for company directions.
  - Record this in the Instruction Menu message for the active Call Routing Mailbox. See Instruction Menu on page 2-221 for more.
  - Define a group mailbox as an announcement Mailbox
  - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox to route to the group mailbox number defined as the announcement mailbox. See Dial Action Table on page 2-105 for more.
- The caller dials the digit and listens to the prerecorded Announcement Mailbox message for directions.
- After playing the directions, the caller routes back to the Automated Attendant for additional dialing options.
  - See the Hang Up and Next Call Routing Mailbox options in Programming below.

By default, there are 8 Announcement Mailboxes (Routing Mailboxes 9~32). However, you can assign any of the 32 Routing Mailboxes as an Announcement Mailbox.

The Next Call Routing Mailbox Options

The following Mailbox Routing charts show how an Announcement Mailbox handles Automated Attendant calls.

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See Answer Tables on page 2-45 for more set up information.

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, InMailInMail says "That is an invalid entry" and hangs up.
1-32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.
1-32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Routed Announcement Mailbox Routing (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement the caller goes back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.
			• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1-32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail routes back to the initial Call Routing Mailbox.
			• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.
1-32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Related Features

Automated Attendant

The Automated Attendant routes callers to an Announcement Mailbox.

Routing Mailbox

A Call Routing Mailbox (and the associated Dial Action Table) provides dialing options to Automated Attendant callers.

Next Call Routing Mailbox

The Next Call Routing mailbox provides additional routing options to Announcement Mailbox callers.

System Administrator

The System Administrator records the Announcement Mailbox message.

Programming

1. Set up the Announcement Mailbox:

➲ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter 2 to make the Routing Mailbox an Announcement Mailbox.

. *By default, Routing Mailboxes 1~8 are Call Routing Mailboxes and Routing Mailboxes 9~32 are Announcement Mailboxes.*

2. Record the Announcement Message:

See *Operation* below.

. *By default, a message is not recorded.*

3. Hang up InMail after playing the Announcement Mailbox message (without providing additional dialing options):

➲ **47-09-03 Hang Up After (HangUp)**

Enter 1 (Goodbye) to have InMail play Goodbye to caller and hang up after the announcement.

. *By default, this option is disabled (0).*

4. Provide Announcement Mailbox callers with more dialing options (instead of hanging up):

➲ **47-09-03 Hang Up After (HangUp)**

Enter 0 (No - disabled) to have InMail hang up after the announcement.

. *By default, this option is disabled (0).*

Review Next Call Routing Mailbox on page 2-291 to set up additional dialing options for Announcement Mailbox callers.

5. Repeat the Announcement Mailbox message while the caller listens:

➲ **47-09-02 Repeat Count (Repeat Count)**

Enter the Repeat Count (0~10).

. *By default, this option is **0** (no repeats).*

6. Set the maximum length of the Announcement Mailbox message:

➲ **47-01-03 Subscriber Message Length (Subs Msg Length)**

Enter the maximum length of the Announcement Mailbox message (1~4095 seconds).

. *By default, this interval is **120** seconds.*

Operation

Recording an Announcement Mailbox Message					
Log On to System Administrator's mailbox.					
SA (72)	Access System Administrator options. [Not applicable]				
	A (2)	Select Announcement Mailbox message. [Annc]			
		Enter the Announcement Mailbox number.			
			L (5)	Listen to current Announcement Mailbox message. [Lstn]	
				#	Exit listen mode.
			R (7)	Record a new Announcement Mailbox message. [Rec]	
				Record message.	
				*	Pause or restart recording. [Resume] [Pause]
				E (3)	Erase recording. [Cncl]
				#	Exit recording mode. [Done]
			E (3)	Erase the Announcement Mailbox message. [Erase]	
			#	Go back to the System Administrator options. [Exit]	
		#	Go back to the System Administrator options. [Exit]		
0	Plays Help message.				

Announcement Message

Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See Announcement Mailbox on page 2-33 for more.

Related Features

See Announcement Mailbox.

Programming

See Announcement Mailbox.

Operation

See Announcement Mailbox.

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Answer Schedule Override

Description

Answer Schedule Override provides alternate answering for Automated Attendant calls. When enabled, Answer Schedule Override sends calls to the specified Override Mailbox. The Override Mailbox can be an Announcement, Call Routing, or Subscriber mailbox. You can use Answer Schedule Override to provide holiday and bad weather closing announcements, for example. Enable override when you want callers to hear the special announcements; disable override to have the Automated Attendant answer normally. You can enable Answer Schedule Override from system programming or from the System Administrator Mailbox.

- If the Override Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Related Features

Announcement Mailbox
The Override Mailbox can be an Announcement Mailbox.

Routing Mailbox
The Override Mailbox can be a Call Routing Mailbox.

Subscriber Mailbox
The Override Mailbox can be a Subscriber Mailbox.

System Administrator
Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Programming

1. Optionally Enable Answer Schedule Override from system programming.

47-11-01 Answer Schedule Override (Schedule Override)

Enter **1** (Yes) to enable Answer Schedule Override.

You can also enable Answer Schedule Override from the System Administrator Mailbox. See *Operation* below.

. *By default, Answer Schedule Override is disabled (**0**).*

2. Specify the Override Mailbox Category.

47-11-02 Override Mailbox Category (Override MB Ctg)

When you enable Answer Schedule Override for the selected Answer Table, you can choose to route Automated Attendant calls to any of the following mailbox categories:

1 Station Mailbox

2 Group Mailbox

3 Routing Mailbox

0 Undefined

. *By default, this option is 0 (undefined).*

3. Specify the Override Mailbox Number.

47-11-02 Override Mailbox Number (Override MB Num)

For the selected Answer Table, choose the Override Mailbox number (maximum 3 digits, using 0~9). The mailbox number you select must match the mailbox category specified in 47-11-02 above.

. *By default, there is no entry for this option.*

4. Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Operation

Enabling Answer Schedule Override						
Log On to System Administrator's Mailbox.						
SA (72)	Access System Administrator options. [Not applicable]					
	O (6)	Access Answer Schedule Override. [Not applicable]				
		1-8	Enter the number of the Answer Table you want to override. You go to the Answer Schedule Override Menu.			
			O (6)	Turn Answer Schedule Override on or off. [On] [Off]		
			C (2)	Select the Override Mailbox. [MBOX]		
				Enter the Override Mailbox number. The Override Mailbox can be an Announcement, Call Routing, or Subscriber Mailbox.		
					#	Go back to the Answer Schedule Override Menu without entering an Override Mailbox. [Exit]
			0	Plays Answer Schedule Override Menu Help message.		
			#	Go back to the System Administrator Menu. [Exit]		
		#	Go back to the System Administrator Menu. [Exit]			
	#	Go back to the Main Menu. [Exit]				
0	Plays Help message.					

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Answer Tables

Description

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. InMail provides 8 Answer Tables. The Answer Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

- Answer Tables

  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  . *By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.*

- Routing Mailbox

  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

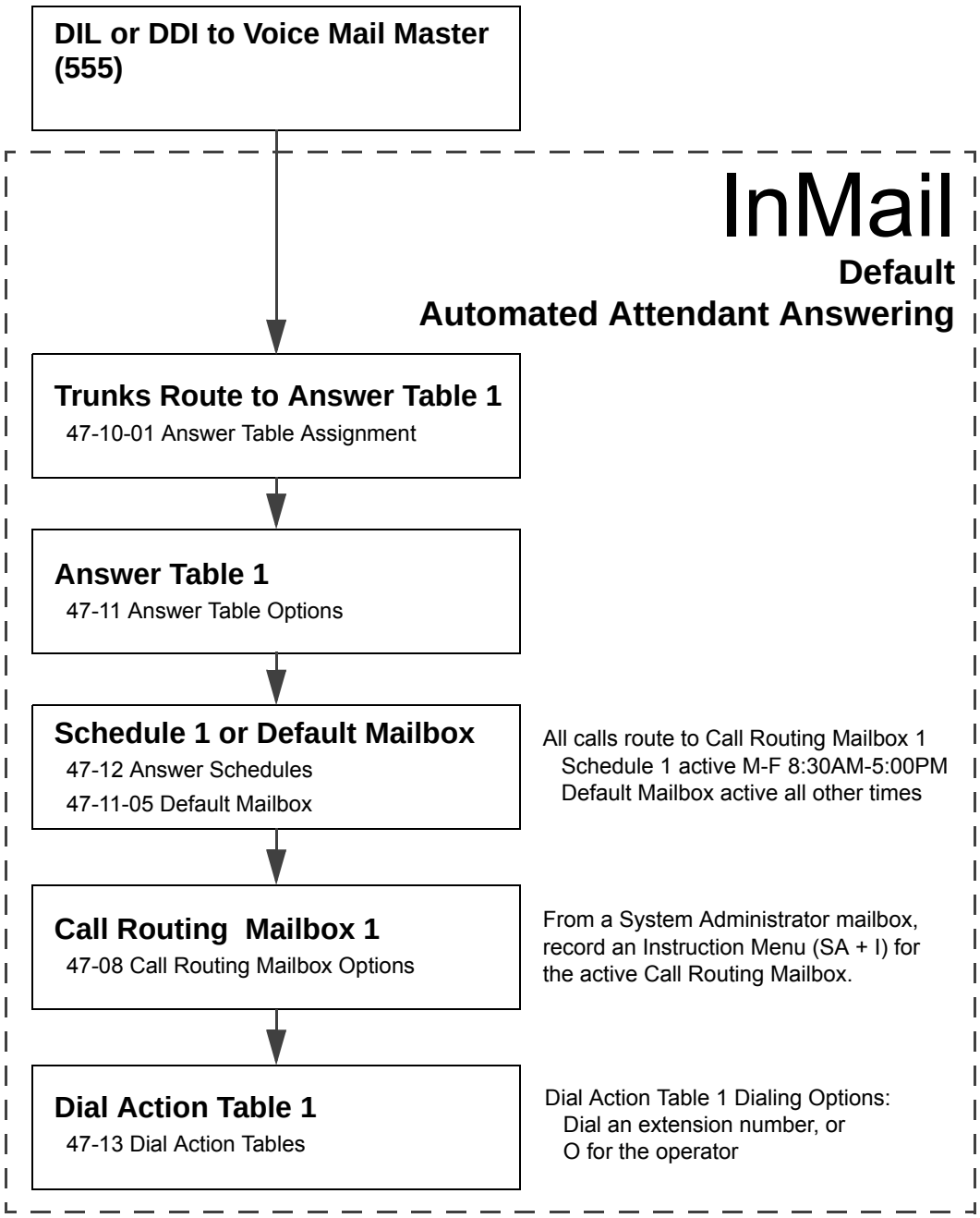
  . *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.*

- Dial Action Table

  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  . *By default, Call Routing Mailbox 1 uses Dial Action Table 1.*

The block diagram below shows the default InMail Automated Attendant configuration.


DIL or DDI to Voice Mail Master (555)
InMail
Default
Automated Attendant Answering
Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment
Answer Table 1
47-11 Answer Table Options
Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-05 Default Mailbox
All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30AM-5:00PM
Default Mailbox active all other times
Call Routing Mailbox 1
47-08 Call Routing Mailbox Options
From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.
Dial Action Table 1
47-13 Dial Action Tables
Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator

The Default Mailbox and Routing Hierarchy

The Default Mailbox provides routing for an Answer Table during periods when a schedule is not in effect. By default, for example, Answer Table 1 Schedule 1 is active Monday through Friday from 8:30 AM to 5:00 PM. The Default Mailbox for Answer Table 1 is active during all other times (i.e., evenings and weekends). Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, initially the routing is the same 24 hours a day, 7 days a week. See Customizing an Answer Table below for more.

When setting up your Answer Tables, keep in mind that a more specific type of routing has priority over a less specific type of routing. When selecting which routing to follow when there is more than one choice for a specific time, InMail chooses in the following order:

1. Date Schedule
2. Day of Week Schedule
3. Range of Days Schedule
4. Default Mailbox

For example, a Date Schedule set up for Christmas day has priority over any other schedules in effect on December 25.

Customizing an Answer Table

Use the following examples as a guide when customizing your Answer Tables to meet specific site requirements. Refer to Programming below for the specifics.

To set up daytime and evening/weekend answering (2 schedules):
In this example, use the Default Mailbox (Call Routing Mailbox 1) for evening/weekend answering and specify a new Call Routing Mailbox for daytime answering.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
   In 47-11 Program Entry, assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. Use this setting for daytime answering.
2. From a System Administrator's Mailbox, record an evening/weekend Instruction Menu message for Call Routing mailbox 1.
   This message plays to callers Monday through Friday from 5:00 PM to 8:30 AM and on weekends.
3. From a System Administrator's Mailbox, record a daytime Instruction Menu message for Call Routing Mailbox 2.
   This message plays to callers Monday through Friday from 8:30 AM to 5:00 PM.

To set up daytime, evening, and weekend answering (3 schedules):
This example builds on the example above, but adds a third schedule that plays only on weekday evenings.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
   In 47-11 Program Entry, assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. As in the 2 schedule example, use this for daytime answering.

2. Create a new schedule that will run only in the evenings.
   In 47-11 Program Entry, create Schedule 2 for Answer Table 1 that will run Monday through Friday from 5:00 PM to 11:00 PM. Assign Call Routing Mailbox 3 to this new schedule.

3. From a System Administrator's Mailbox, record a late night/weekend Instruction Menu Message for Call Routing mailbox 1.
   This message plays Monday through Friday from 11:00 PM to 8:30 AM, and on weekends.

4. From a System Administrator's mailbox, record the weekday Instruction Menu Message for Call Routing Mailbox 2.
   This message plays Monday through Friday from 8:30 AM to 5:00 PM.

5. From a System Administrator's Mailbox, record the weekday evening Instruction Menu Message for Call Routing Mailbox 3.
   This message plays Monday through Friday from 5:00 PM to 1:00 PM.

Related Features

Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox

The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the Answer Table, which in turn provides those options to Automated Attendant callers.

Programming

1. Assign Answer Tables to trunks.

➲ **47-10-01 Answer Table Assignment (Answer Table)**

Assign an Answer Table (1~8) to each trunk that the Automated Attendant should answer.

. *By default, all trunks are assigned to Answer Table 1.*

2. Set up the Automated Attendant to answer trunk calls.

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

Assign Service Type 3 to each trunk you want to be a DID. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type 0 (Normal).*

➲ **22-07-01 DIL Assignment**

For each trunk you designated above, enter the InMail pilot number. Make a separate entry for each Night Service mode.

. *By default, there are no DIL destinations programmed.*

➲ **22-11 DID Assignment**

. For the required incoming digits, enter InMail Pilot Number in 22-11-02 or 102 (Voice mail routing) in 22-11-05 or 06 . Make a separate entry for each Night Service mode configured.

3. Select the Answer Table you want to customize.

➲ **47-11 InMail Answer Table Options**

Select the Answer Table you want to customize (1~8).

➲ **47-11-04 Next Answer Table (Next Answer Table)**

If 10 Answer Schedules in an Answer Table are not sufficient, enter the number of the Answer Table to which you want to link the selected table. InMail treats the two linked tables as a single 20 entry Answer Table.

. *By default, Answer Tables are not linked.*

➲ **47-11-03 Default Mailbox Category (Default MB Ctg) and 47-11-03 Default Mailbox Number (Default MB Num)**

Set the mailbox the Answer Table will use if no Answer Schedule is in effect.

. *By default, this option is Call Routing Mailbox 1 for Answer Table 1 and 0 (undefined) for all other Answer Tables.*

4. Setting up a Type 1 (Day of Week) schedule.

47-12 InMail Answer Schedules

Select the Schedule Entry you want to customize.

47-12-01 Schedule Type (Entryxx Schedule Type)

Enter 1 to make the Schedule Entry a Day of Week Schedule.

. *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*

47-12-02 Answering Mailbox Category (Entryxx MB Ctg) and 47-12-03 Answering Mailbox Number (Entryxx MB Num)

Select the Routing Mailbox (1~32) that will answer calls when this Schedule Entry is active.

You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option.

. *By default, no Type 1 (Day of Week) schedules are enabled.*

47-12-04 Day of the Week (Entryxx Day)

Specify the day of the week the Schedule Entry should be active.

. *By default, no Type 1 (Day of Week) schedules are enabled.*

47-12-08 Schedule Start Time (Entryxx Start Time)

Set the time of day the Schedule Entry should start on the day specified.

. *By default, no Type 1 (Day of Week) schedules are enabled.*

47-12-09 Schedule End Time (Entryxx End Time)

Set the time of day the Schedule Entry should stop on the day specified.

. *By default, no Type 1 (Day of Week) schedules are enabled.*

. *Refer to* *Type 1 (Day of Week) Example on page 3-436*.

Review this example if you need help setting up your Schedule Entry.

5. Setting up a Type 2 (Range of Days) schedule.

47-12 InMail Answer Schedules

Select the Schedule Entry you want to customize.

47-12-01 Schedule Type (Entryxx Schedule Type)

Enter 2 to make the Schedule Entry a Range of Days Schedule.

. *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*

47-12-02 Answering Mailbox Category (Entryxx MB Ctg) and 47-12-03 Answering Mailbox Number (Entryxx MB Num)

Select the Routing Mailbox (1-32) that will answer calls when this Schedule Entry is active.

. *You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option. By default, Schedule 1 of Answer Table 1 uses Call Routing Mailbox 1. All other schedules are undefined.*

47-12-04 Start Day (Entryxx Start Day)

Specify the day of the week the Schedule Entry should be become active (start).

. *By default, Schedule 1 of Answer Table 1 starts on Monday (**2**). All other schedules are undefined.*

47-12-05 End Day (Entryxx End Day)

Specify the day of the week the Schedule Entry should become inactive.

. *By default, Schedule 1 of Answer Table 1 ends on Friday (**6**). All other schedules are undefined.*

47-12-07 Schedule Start Time (Entryxx Start Time)

Set the time of day the Schedule Entry should start on the day specified.

. *By default, Schedule 1 of Answer Table 1 starts at 8:30AM (**08:30**). All other schedules are undefined.*

47-12-08 Schedule End Time (Entryxx End Time)

Set the time of day the Schedule Entry should stop on the day specified.

. *By default, Schedule 1 of Answer Table 1 ends at 5:00PM (**17:00**). All other schedules are undefined.*

. *Refer to Type 2 (Range of Days) Example on page 3-438.*

6. Setting up a Type 3 (Date) schedule.

47-11 Program Entry

Select the Schedule Entry you want to customize.

47-12-01 Schedule Type (Entryxx Schedule Type)

Enter 3 to make the Schedule Entry a Date Schedule.

. *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*

47-12-02 Answering Mailbox Category (Entryxx MB Ctg) and 47-12-03 Answering Mailbox Number (Entryxx MB Num)

Select the Routing Mailbox (1-32) that will answer calls when this Schedule Entry is active.

You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option.

. *By default, there are no Type 3 (Date) schedules defined.*

47-12-03 Day of the Week (Entryxx Day)

47-12-04 Start Day (Entryxx Start Day)

47-12-06 Date (Entryxx Date)

Specify the date on which the Schedule Entry should become active (start).

. *By default, there are no Type 3 (Date) schedules defined.*

47-12-07 Schedule Start Time (Entryxx Start Time)

Set the time of day the Schedule Entry should start on the date specified.

. *By default, there are no Type 3 (Date) schedules defined.*

47-12-08 Schedule End Time (Entryxx End Time)

Set the time of day the Schedule Entry should stop on the date specified.

. *By default, there are no Type 3 (Date) schedules defined.*

. *Type 3 (Date) Example on page 3-439*

Review this example if you need help setting up your Schedule Entry.

Operation

Not applicable.

Answering Machine Emulation

Description

A user's keyset can work like a home answering machine by letting InMail screen their calls. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message.

The keyset user can select one of the following options:

- Let the call go through to their mailbox.
- Intercept the call.

Related Features

Subscriber Mailbox

Subscriber Mailbox users can take advantage of Answering Machine Emulation.

Programming

11-12-52 Live Monitoring

Set the dial access code used to enable this feature at the user telephone. At default this code is not set.

. *This service code is used for InMail only.*

Operation

Personal Answering Machine Emulation (AME)

To enable Personal Answering Machine Emulation:

1. Press idle Speaker key and dial access code.
   You can optionally press your Call Forward to Station key.
2. Dial 1 to have AME pick up all calls.
   OR
   Dial 2 to have AME pick up just outside calls.
3. Press Speaker to hang up.
4. Forward phone to InMail pilot number by pressing the Speaker key and choose from the following dial access codes:
   741 = Call Forward - Immediate
   742 = Call Forward - Busy
   743 = Call Forward - No Answer
   744 = Call Forward - Busy/No Answer
   745 = Call Forward - Both Ring
   746 = Call Forwarding - Follow-Me
5. Dial Voice Mail master number.
6. Press Speaker to hang up.

To cancel Personal Answering Machine Emulation:

1. Press Speaker key and dial access code.
2. Dial **0** to cancel setting.

When Personal Answering Machine Emulation broadcasts your caller's voice, you can:

- Do nothing to have the caller's message automatically recorded in your mailbox.
- Lift the handset to intercept the call.
- Press Speaker to stop the broadcast and send the call directly to your mailbox.

Auto Attendant Do Not Disturb

Description

When a subscriber enables Auto Attendant Do Not Disturb, Automated Attendant calls to their extension go directly to their mailbox. Their phone does not ring for calls from the Automated Attendant. You can optionally enable Auto Attendant Do Not Disturb from system programming. A subscriber typically turns on Auto Attendant Do Not Disturb when they need to work uninterrupted at their desk by outside callers sent from the Automated Attendant.

Keep in mind that Auto Attendant Do Not Disturb does not block Intercom calls from coworkers or any other type of outside call not routed through the Automated Attendant. For example, with Automated Attendant Do Not Disturb enabled, Direct Inwards Lines and transferred outside calls to an extension work normally.

Related Features

Call Forward to a Mailbox

If a subscriber has calls forwarded immediately to his mailbox, Auto Attendant Do Not Disturb is not necessary.

Greeting

A subscriber does not have to have a greeting recorded to activate Auto Attendant Do Not Disturb.

Programming

1. Enable Auto Attendant Do Not Disturb From Your Subscriber Mailbox.

   . *Refer to Operation on page 2-58.*

2. Optionally enable Auto Attendant Do Not Disturb from System Programming.

➲ **47-02-09 Auto Attendant Do Not Disturb (Auto-ATT DND)**

Enter 1 (Yes) to enable Auto Attendant Do Not Disturb.

. *By default, this option is disabled (**0**).*

Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb						
Log on to Subscriber Mailbox.						
G (4)	Access the Mailbox Greeting options. [Greet] InMail does the following: ● Plays a summary of your current settings. ● Displays the status of your active Greeting (1-3). [GREETING n: RECORDED], or [GREETING n: NOT REC] ● Shows the Auto Attendant Do Not Disturb status. [AUTO-ATTENDANT DND: OFF], or [AUTO-ATTENDANT DND: ON] ● Provides soft keys for each of the 3 greetings. [Gr1] [Gr2] [Gr3]					
	Select a Greeting (which also makes it active).					
		(1)[Gr1] (2)[Gr2] (3)[Gr3]				
			L (5)	Listen to the active greeting (if recorded). [Lstn]		
			R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. [Rec]		
				Record at the tone, then press # when done.		
					*	Pause or restart recording. [Resume] [Pause]
					E (3)	Erase the greeting. [Cncl]
					#	End the recording. [Done]
				Erase the currently recorded greeting (if any). [Erase]		
			#	Go back to the Mailbox Greeting options. [Exit]		
	Change Auto Attendant Do Not Disturb.					
		O (6)	Turn Auto Attendant Do Not Disturb off or on. [AUTO-ATTENDANT DND: ON] [AUTO-ATTENDANT DND: OFF]			
	#	Go back to mailbox Main Menu. [Exit]				
	0	Plays Help message.				

Auto Erase or Save

Description

When a mailbox user listens to a new message completely and then exits the mailbox, InMail either automatically saves or erases the message. The setting of this option depends on subscriber preferences.

The subscriber can choose the Auto Erase option, review messages and save messages. The subscriber that chooses the Auto Save option is assured that InMail automatically saves all messages when the mailbox is exited.

Auto Save Example:

- InMail alerts the subscriber to new messages by a Message Waiting Lamp.
- The subscriber presses ***L*** (5) to listen to a portion of each message and then exits his mailbox.
- If a subscriber chooses the Auto Save option, InMail saves partially listened-to messages but does not illuminate the message waiting lamp for those messages. InMail saves all the messages and turns off the message waiting lamp.
- If you hang up while listening to a new message, InMail automatically saves the message as a new message.

Related Features

Not applicable.

Programming

1. Set up Auto Erase or Save for a Subscriber Mailbox:

➲ **47-02-05 Auto Erase/Save of Messages (Auto Erase/Save)**

Select **1** (Save) to save the message; **0** (Erase) to erase the message.

. *By default, the Subscriber Mailbox will save (1) the message.*

Operation

Not applicable.

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Auto Time Stamp

Description

After a Subscriber Mailbox user listens to a message, VM8000 InMail can optionally announce the time and date the message was left. The Subscriber can enable Auto Time Stamp from their mailbox, or you can optionally enable in from system programming. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. With Auto Time Stamp turned on, InMail automatically announces the date, time, and (optionally) the caller's number at the end of each message. With Auto Time Stamp turned off, the subscriber must dial **TI (84)** while listening to a message to get the same information.

Related Features

Mailbox Options Menu

Auto Time Stamp is available on the Mailbox Options Menu.

Time and Date

InMail uses the VM8000 InMail Time and Date.

Time and Date Stamp

An extension can listen to a message and dial a code to hear the time the message was sent.

Programming

1. Enable Auto Time Stamp from your Subscriber Mailbox.

   . *Refer to Operation on page 2-62.*

2. Optionally Enable Auto Time Stamp from System Programming.

➲ **47-02-11 Auto Time Stamp**

Enter **1** (Yes) to enable Auto Time Stamp.

. *By default, Auto Time Stamp is disabled (**0**).*

Operation

Turning Auto Time Stamp On or Off				
Log On to Subscriber Mailbox.				
OP (67)	Access the Mailbox Options Menu. [Not applicable.]			
	AT (28)	Access Auto Time Stamp. [Time]		
		InMail plays a summary of your Auto Time Stamp setting. By default, Auto Time Stamp is turned off.		
			O (6)	Turn Auto Time Stamp on or off. [On] [Off]
		#	Go back to the Mailbox Options Menu. [Exit]	
		0	Plays Help message.	

Automated Attendant

Description

The Automated Attendant answers outside calls on each trunk, according to the time of day and day of the week. The Answer Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the phone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are three major Automated Attendant components:

- Answer Tables

  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  . *By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.*

- Routing Mailbox

  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

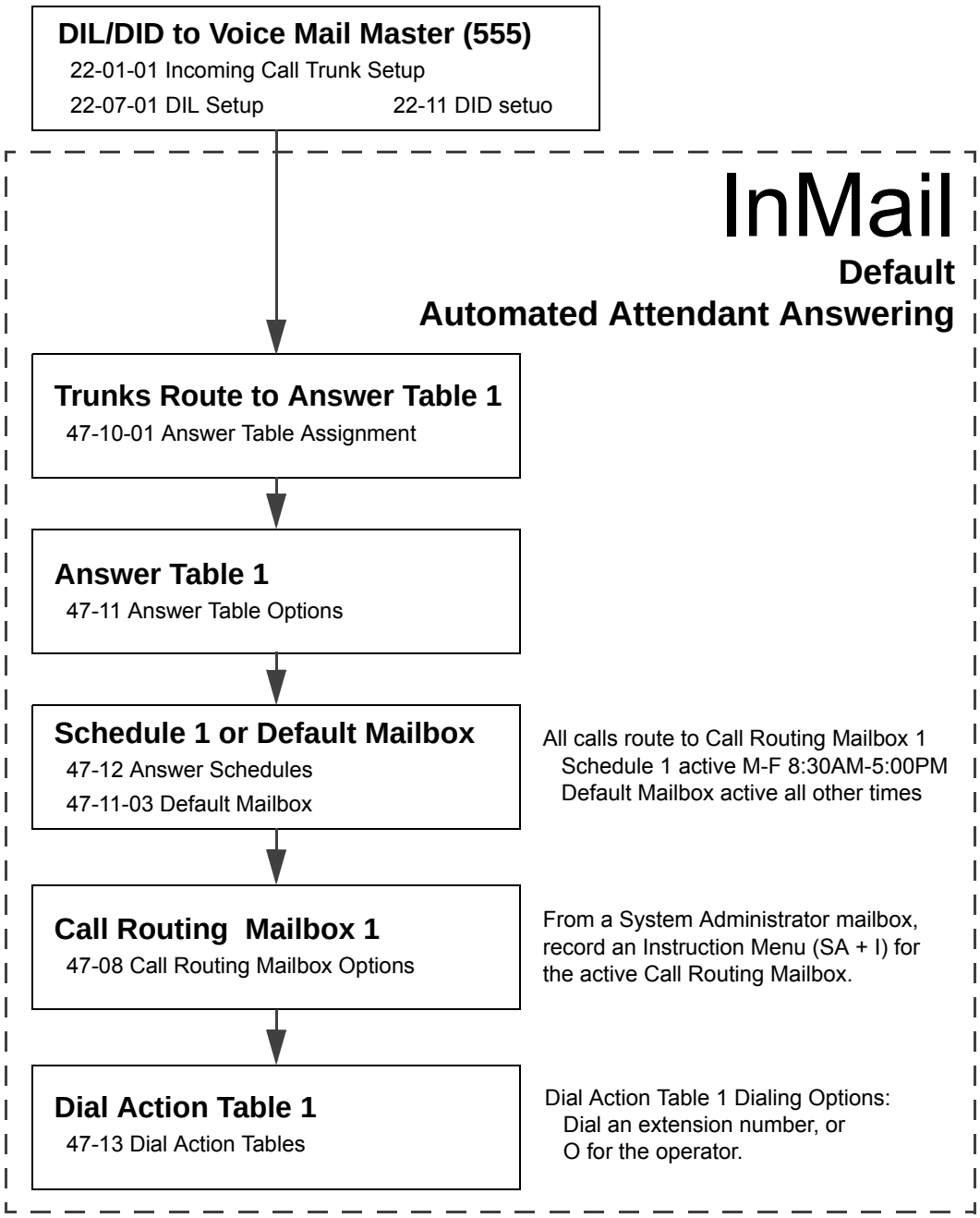
  . *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.*

- Dial Action Table

  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  . *By default, Call Routing Mailbox 1 uses Dial Action Table 1.*

The block diagram below shows the default InMail Automated Attendant configuration.


DIL/DID to Voice Mail Master (555)
22-01-01 Incoming Call Trunk Setup
22-07-01 DIL Setup
22-11 DID setuo
InMail
Default
Automated Attendant Answering
Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment
Answer Table 1
47-11 Answer Table Options
Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-03 Default Mailbox
All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30AM-5:00PM
Default Mailbox active all other times
Call Routing Mailbox 1
47-08 Call Routing Mailbox Options
From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.
Dial Action Table 1
47-13 Dial Action Tables
Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator.

Related Features

Answer Tables

Determines how the Automated Attendant answers outside calls on each trunk.

Routing Mailbox

The mailbox associated with an Answer Table that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Automated Attendant callers.

Dial Action Table

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Fax Detection

The Automated Attendant can route outside calls to the company fax machine.

Multiple Company Greetings

One InMail system can provide individual greetings and dialing options for several companies.

Programming

1. Assign Answer Tables to trunks.

➲ **47-10-01 Answer Table Assignment (Answer Table)**

Assign an Answer Table (1~8) to each trunk that the Automated Attendant should answer.

. *By default, all trunks are assigned to Answer Table 1.*

2. Set up the Automated Attendant to answer trunk calls.

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

Assign Service Type 3 to each trunk you want to be a DID. Make a separate entry for each Night Service mode.

. *By default, all trunks are Service Type 0 (Normal).*

➲ **22-07-01 DIL Assignment**

For each trunk you designated as a DIL above, enter the InMail pilot number. Make a separate entry for each Night Service mode.

. *By default, there are no DIL destinations programmed.*

➲ **22-11 DID Assignment**

. For the required incoming digits, enter 555 in 22-11-02 or 102 (Voice mail routing) in 22-11-05 or 06 . Make a separate entry for each Night Service mode configured.

3. Set up the Answer Tables.
Turn to Answer Tables on page 2-45 for more.

. *By default, all trunks use Answer Table 1. Answer Schedule 1 is active and runs continuously.*

4. Set up the Call Routing Mailboxes.
Turn to Routing Mailbox on page 2-317 for more.

. *The active schedule (Answer Table 1, Answer Schedule 1) uses Call Routing Mailbox 000.*

5. Set up the Dial Action Tables.
Turn to Dial Action Table on page 2-105 for more.

. *By default, Call Routing Mailbox 000 uses Dial Action Table 1.*

6. Set the maximum message length for Automated Attendant callers leaving a message in a mailbox.

➲ **47-01-03 Subscriber Message Length (Subs Msg Length)**

This sets the maximum message length (**1~4095** seconds) for outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.

. *The default setting is 120 seconds.*

➲ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

This sets the maximum message length (**1~4095** seconds) for outside Automated Attendant callers leaving a message in a Subscriber Mailboxes.

. *The default setting is 120 seconds.*

Operation

Using the Automated Attendant
For the outside caller: After Automated Attendant answers, voice prompts will instruct you which digits to dial.

Automated Attendant Transfer

Description

An extension user can transfer a trunk call to the Automated Attendant to enable an outside caller to use the Automated Attendant dialing options.

. *Extensions cannot call or be transferred to the InMail Automated Attendant.*

Related Features

Automated Attendant

The Automated Attendant can automatically answer the phone system incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Programming

No additional programming required.

Operation

Automated Attendant Transfer
To transfer an outside call to the Automated Attendant: **1.** While on an outside call, press Hold. **2.** Dial the voice mail master number (e.g., 555). **3.** Hang up.

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Automatic Routing for Rotary Dial Callers

Description

If an Automated Attendant caller does not dial any digits, InMail automatically routes that caller to a specified option (such as the operator or a mailbox). This lets rotary phone users stay on the line to leave a message or have their call processed. Without Automatic Routing for Rotary Dial Callers, rotary callers cannot use the Automated Attendant.

Related Features

Guest Mailbox

Consider routing rotary dial callers to a Guest Mailbox to collect messages.

Programming

1. Program the Dial Action Table Timeout function.

➲ **47-13** **InMail Dial Action Tables**

Since rotary dial callers can not dial DTMF digits, the Timeout function provides routing.

. *By default, TIMEOUT is an Unscreened Transfer (UTRF) to the operator (200).*

Operation

Not applicable.

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Call Forward to a Mailbox

Description

A subscriber can easily forward calls to his Subscriber Mailbox by pressing the **Message** key instead of dialing an extension as the forwarding destination. With Call Forward to a Mailbox, the subscriber is assured that when he is unavailable to answer calls, those calls are saved in Voice Mail.

Unlike with Extension Hunting to Voice Mail, the Call Forward to a Mailbox feature allows the subscriber to choose when and how to send unanswered calls to voice mail.

Call Forwarding a Subscriber's Direct Inward Line to their Mailbox
The following table describes how InMail handles a subscriber's Direct Inward Line when it is Call Forwarded to the mailbox. The routing occurs when the caller dials a digit while listening to the recorded or default mailbox greeting.

Dialing Options while Listening to a Subscriber Mailbox Greeting			
47-02-14 Next Call Routing Mailbox	**47-02-13 Dialing Option**	**Digit Dialed**	**Action**
Undefined	No	0	Caller hears, "That is an invalid entry," and the greeting repeats.
		1~9	
		#	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.
1~32 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.
		1~9	Caller hears, "That is an invalid entry," the greeting repeats, and the caller is asked to leave a message.
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.
1~32 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.
		1~9	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.

Log On to a Subscriber Mailbox while Listening to the Greeting
A subscriber who wishes to log on to his mailbox while listening to his greeting must have the option set in Next Call Routing Mailbox. To allow this ability, for example:

- Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
- While listening to their greeting, the subscriber can dial:
  - # (to route to their Next Call Routing Mailbox).
  - # and their mailbox number to log on to their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber can enable a Security Code to prevent unauthorized logons.

Related Features

Auto Attendant Do Not Disturb

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Message Forward

A subscriber can forward a message in their Subscriber Mailbox to a coworker.

Next Call Routing Mailbox

The setting of the Next Call Routing Mailbox and Dialing Option options determine the digits a caller can dial while listening to the recorded or default mailbox greeting.

Programming

1. Set how long an unanswered call will ring before forwarding.

➲ **24-02-03 Delayed Call Forwarding Time**

For type 2 and type 4 forwarding, an unanswered call will forward after this interval.

This time applies to transferred trunk calls, Direct Inward Lines, and Intercom calls.

. *By default, this interval is 10 seconds.*

Operation

Call Forward to your Mailbox
To forward your calls to your mailbox: 1. Press the Speaker key (or lift the handset at the single line telephone) and choose from the following dial access codes: 848 = Call Forward - Immediate 843 = Call Forward - Busy 845 = Call Forward - No Answer 844 = Call Forward - Busy/No Answer 842 = Call Forward - Both Ring 846 = Call Forwarding - Follow-Me 2. Dial 1 to set 3. Dial Voice Mail master number. 4. Press Speaker to hang up (or hang up handset at the single line telephone).

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Caller ID

Description

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the display keyset user knows who is calling before they pick up the call. When used with InMail, Caller ID enables the Make Call feature for outside calls. After listening to a voice message, the subscriber can dial MC to return the call without knowing the callers phone number.

Related Features

Make Call

An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number. Make call to an outside telephone number requires Caller ID.

Screened Transfer

Screened Transfers from the Automated Attendant provide Caller ID data only after the user answers the call.

Unscreened Transfer

Unscreened Transfers from the Automated Attendant provide Caller ID data while the call is ringing.

Programming

Be sure the telephone system is configured to pass Caller ID to the InMail voice mail ports.

No additional programming is required to enable Caller ID in InMail. Following is a list of the basic Caller ID programs.

1. Be sure the telco provides Caller ID to the connected telephone system.
2. Check your telephone system programming to be sure the telephone system is set up to receive Caller ID and pass it to the InMail voice mail ports.

➲ **14-01-22 Basic Trunk Data Setup - Caller ID to Voice Mail**

Enter 1 (Yes) to enable this option.

. *By default, this option is disabled.*

14-02-10 Analog Trunk Data Setup - Caller ID

Enable (1) a trunk ability to receive Caller ID data.

. *By default, a trunk's ability to receive Caller ID data is disabled (0).*

20-09-02 Class of Service Options (Incoming Call Service) - Caller ID Display

Enter 1 (Yes) to enable the Caller ID display at an extension.

This option does not apply to InMail Voice Mail Ports.

. *By default, this option is disabled.*

20-06-01 Class of Service for Extensions

Assign Class of Service to extensions.

. *By default, all extensions have Class of Service 1.*

Operation

Not applicable.

Caller ID - Automatic Access to VM by Caller ID

Description

Currently when a user outside the system wants to access their Inmail mailbox, they must dial the voice mail then enter an access code followed by teir mailbox number. From **V5.0 or higher** software, an Inmail mailbox can be associated with a specific caller ID (CID) number. When that CID number is presented to the InMail, it automatically logs the user into their mailbox. This greatly improves VM accessibilty for outside callers.

Two types of voice mail access modes exist for this feature.

1. Specifying the VM Pilot number as a DID/DIL/DISA/VRS destination

   - OR -

   Dialling the VM pilot number after calling in from a mobile extension

2. Program to forward a call to VM (102) by any of the following programs.
   - Program 22-05-01 (Incoming Ring Group)
   - Program 22-11-05 (Transfer Target number - 1)
   - Program 22-11-06 (Transfer Target number - 2)
   - Program 25-03-01 (Incoming Ring Group No.)
   - Program 25-04-01 (VRS/DISA Transfer Ring Group at No answer/busy)

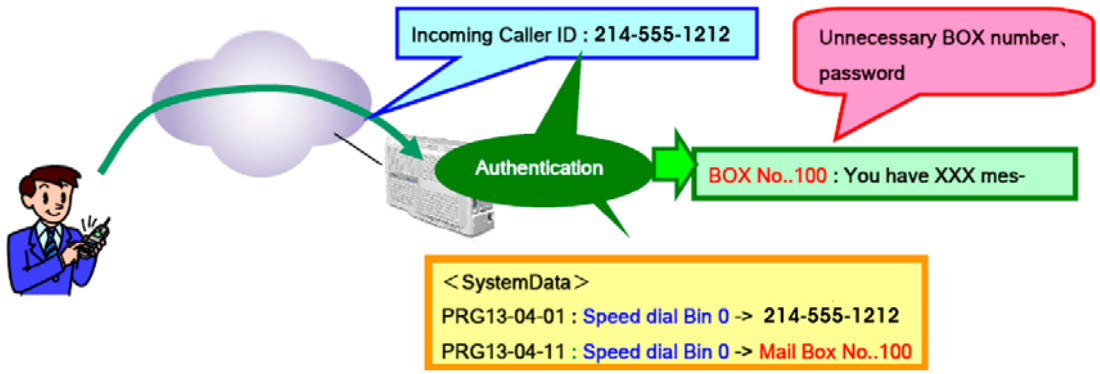
Incoming Caller ID : 214-555-1212
Unnecessary BOX number、password
Authentication
BOX No..100 : You have XXX mes-
＜SystemData＞
PRG13-04-01 : Speed dial Bin 0 -> 214-555-1212
PRG13-04-11 : Speed dial Bin 0 -> Mail Box No..100

Figure 2-4 Example - User Access to Voice Mail

Service Conditions

- The VM8000 InMail – Automatic Access to VM by Caller ID (CID) feature requires Version 5.0 or higher software and the Version 5.0 Enhancement license.
- To use this feature, the voice mail box number must be set in Program 13-04-11. If not set, the system requires the normal log in procedure or entering a valid mailbox number and security code to login.
- This feature is only supported for external calls to the InMail.
- Mobile Extension users can use this feature by setting the VM box number in Program 13-04-11 which corresponds to the Speed Dial number registered in Program 15-22-01.
- Common Speed Dial area is used for this feature. Group or Station Speed Dial areas are not supported with this feature.
- When a number in the Common Speed Dial includes a trunk access code or end code (#), the Redial name indication will work if the number matches completely.
- If the same number is registered in the Common Speed Dial bin, the latest Speed Dial number is used.
- The Flexible ringing feature has priority over the VM8000 InMail – Automatic Access to VM by Caller ID feature.
- To enable this feature, Program 14-01-22 (Caller ID to Voice Mail) must be set to 1.

Related Features

Speed Dial - System/Group/Station

Refer to Features and Specifications manual for further information

Caller ID - Flexible Ringing

Refer to Features and Specifications manual for further information

Mobile Extension

Refer to Features and Specifications manual for further information

Programming

13-04-01 Speed Dialling Data

This program stores speed dial data into the speed dial areas and defines the speed dial names.

Enter the CLI number of the device to be used for Automatic Access to VM by Caller ID.

Entries

1~9, 0, ?, #, Pause (Press line key 1) Recall/Flash (Press line key 2) @ = Code to wait for answer supervision in ISDN (Press line key 3)

(maximum 24 digits)

(default not assigned)

13-04-02 Name

Assign a name to each speed dial bin.

Entries

Maximum 12 characters

(Default not assigned)

13-04-11 Automatic Access to Voice Mail by Caller ID

Per Speed Dial Bin number (0000~1999), set the VM Box number (001~512).

Incoming Caller ID number will be checked against Speed Dial data (Program 13-04-01).

From matched Speed Dial Bin number, system then finds the associated VM Box number with this program.

15-22-01 Mobil Extension Target Setup

For each Mobile Extension number, select the Abbreviated

Dial bin number to be associated with it.

When using this feature with Mobile Extension, set the associated VM Box number in Program 13-04-11. The incoming Extension number will be checked with Program15-22-01. From matched Speed Dial Bin No, system finds the VM Box number with Program 13-04-11.

Entries

0~1999

(0 = No setting

1~1999 = target of

mobile extension)

(default = 0)

22-02-01 Incoming Call trunk Setup

Assign the incoming trunk type for each trunk.

Entries

Incoming Type for Day/ Night Mode (1~8):

0 = Normal

1 = VRS (second dial tone if no VRS installed)

2 = DISA

3 = DID

4 = DIL

5 = E&M Tie line

6 = Delayed VRS

7 = ANI/DNIS

8 = DID(DDI) Mode Switching (default = 0)

22-05-01 Incoming Trunk Ring Group Assignment

Assign trunks to incoming Ring Groups. Use this program to assign Normal Ring Trunks (Program 22-02) to Incoming Ring Groups (Program 22-04).

It sets arriving group of the outside line set by Program 22-02 as "General arrival call".

22-11-05/06 DID Translation Table Number - Transfer Destination Number 1/2

For each DID Translation Table entry (1-2000), specify the first and second Transfer Destinations if the callers receives a busy or no answer (action defined in Program 22-11-04).

. *If the Transfer Destinations are busy or receive no answer, those calls are transferred to the final transfer destination (Program 22-10).*

Entries

0 = No Setting

1~100 = Incoming Group

101 = (Not Used)

102 = In-Skin/External

Voice Mail or InMail

103 = Centralized VM

201~264 = Department Group

400 = DUD

401 = DISA

501~599 = DISA/VRSMessage

1000~999 = Speed Number (000~999)

(default = 0)

25-03-01 VRS/DISA Transfer Ring Group With Incorrect Dialling

For each trunk port, set what happens to a call when the DISA or Automated Attendant caller dials incorrectly or waits too long to dial. The call can either disconnect (0) or Transfer to an alternate destination (a ring group, In-Skin/External, Centralized).

When setting the DISA and DID Operating Mode, you make anntry for each Night Service mode.

This program defines the Incoming Ring Group when dial tone is timed-out or the wrong dialing is received in DID, DISA.

Entries

Ring Groups: 1~100

Trunk Ports: 001~200

Day/Night Mode:1~8

0 (Disconnect)

1~100 (Incoming Ring Group)

101 DSPDB-VM

102 (In-Skin/ExternalVoice Mail or InMail)

103 Centralized VM

104 (Speed Dial table

Program 25-15-01) Version 3.0 software or higher is required.

(default = 0)

25-04-01 VRS/DISA Transfer Ring Group With No Answer/Busy

For each trunk port (001~200), set the operating mode of each DISA trunk. This sets what happens to the call when the DISA or Automated Attendant caller calls a busy or unanswered extension. The call can either disconnect (0) or Transfer to an alternate destination (a ring group, In-Skin/External, Centralized). When setting the DISA and DID Operating Mode, you make an entry for each Night Service mode.

This program defines the Incoming Ring Group when Target extension has no answer or is busy in DID.

Entries

Ring Groups: 1~100

Trunk Ports: 001~200

Day/Night Mode:1~8

0 (Disconnect)

1~100 (Incoming Ring Group)

101 DSPDB-VM

102 (In-Skin/ExternalVoice Mail or InMail)

103 Centralized VM

104 (Speed Dial table

Program 25-15-01) Version 3.0 software or higher is required.

(default = 0)

Operation

Retrieve VM Messages

To retrieve VM messages from outside of office:

Trunk 1: 03-1234-5678 (DIL)

Outside party number: 09087654321
Program 22-02-01: Trunk 1 DIL
Program 22-07-01: VM Pilot number, 300
Program 13-04-01: Speed Dial area No.0 -> 09087654321
Program 13-04-11: Speed Dial area No.0 -> 100 (VM BOX)

1. Call DIL number.
2. After the VM is answered, user can enter VM Box 100 directly.
3. Announce the zone.

- OR -

Trunk 1: 03-1234-5678 (DID)
Outside party number: 09087654321
Program 22-02-01: Trunk 1 DID
Program 22-11-05: Set transfer destination, 102 InMail
Program 13-04-01: Speed Dial area No.0 -> 09087654321
Program 13-04-11: Speed Dial area No.0 -> 100 (VM BOX)

1. Call the DID number to set the transfer to InMail from outside party.
2. After the VM is answered, user can enter VM Box 100 directly.

To retrieve VM messages from Mobile extension:

Trunk 1: 03-1234-5678 (DIL)
Mobile extension number: 4321
Program 22-02-01: Trunk 1 DIL
Program 22-07-01: VM Pilot number, 300
Program 15-22-01: Mobile Extension Target Setup No.0 -> 4321
Program 13-04-11: Speed Dial area No.0 -> 100 (VM BOX)

1. 1. Call DIL number.
2. 2. After the VM is answered, user can enter VM Box 100 directly.

Caller ID with Return Call

Description

Refer to Make Call on page 2-255.

Related Features

Refer to Make Call on page 2-255.

Programming

Refer to Make Call on page 2-255.

Operation

Refer to Make Call on page 2-255.

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Calling the Automated Attendant

Description

Automated Attendant callers can use various InMail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant.

Automated Attendant Transfer

An extension user can transfer their trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.

Next Call Routing Mailbox

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option).

Related Features

Refer to the features referenced in *Description* above.

Programming

Refer to the features referenced in *Description* above.

Operation

Refer to the features referenced in *Description* above.

Cascading Message Notification

Description

If an extension user receives a new message in their mailbox, Cascading Message Notification will call them, at up to five preset destinations, to let them know a new voice mail message has arrived. A destination can be an outside number (such as a cell phone, pager, or home office) or a co-worker's extension.

The Cascading Message Notification destinations are set up in the Notification Schedule. Each of the five schedule entries can be individually enabled or disabled and provides options for:

- Type: Voice call or pager.
- Start Hour: The time the destinations becomes active.
- End Hour: The time the destinations becomes inactive.
- Number: The destination telephone, pager, or extension number.
- Busy Attempts: The number of times the system will try the destination when it is busy. The system cancels notification callouts for this entry when the Busy Attempts number is met.
- RNA Attempts: The number of times the system will try the destination when it is unanswered. The system cancels notification callouts for this entry when the RNA Attempts number is met.
- Security: Enables or disables the Security Code requirement for the notification destinations. For example, you may want to disable the Security Code when the destination is your cell phone and it may be inconvenient to dial digits after answering the notification callout.

When the extension user enables Cascading Message Notification, the system will try each enabled destination that is active for the current time (i.e., in-schedule). The system will not try any destinations that are disabled or are not in-schedule. When the retries for a particular destination have been met, the system will immediately move to the next destination.

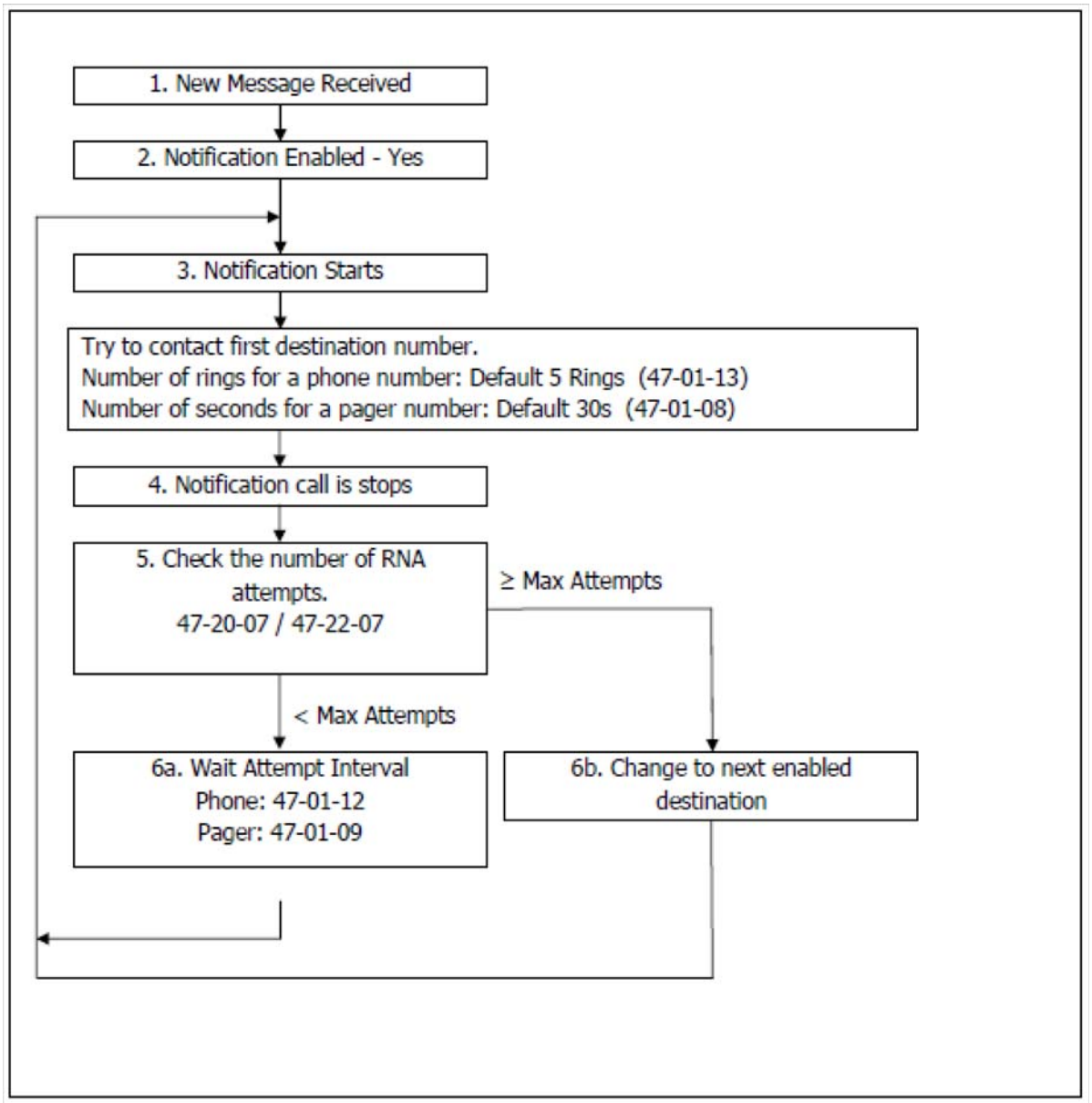
Service Conditions

- Main Software version 4.00 or greater is required to support this feature.
- The InMail language prompts installed on the CF must be version 2.10 or greater. The VM8000 InMail Utility is used to update the installed language

prompts.

- If the InMail CF has version 2.00 instead of version 2.10 prompt sets installed, only a single destination Message Notification is available using Notification Schedule entry 1.
- Retry Interval timers are set on a system wide basis only.
- The pager dial string is set on a system wide basis only.
- Notification settings can be changed using the Telephone Mailbox Option Interface or system programming only.
- When the retries for a particular destination have been met the system will immediately move to the next destination even if there is only one destination active.
- Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.
- The system determines which numbers are internal extensions or external numbers by the system dial plan settings.
- Depending on the system ARS, routing may be needed to properly route external calls.
- If no trunks are available when an outside destination is attempted it is counted as a Busy No Answer attempt.

Figure 2-5 Cascade Message Notification Flowchart


1. New Message Received
2. Notification Enabled - Yes
3. Notification Starts
Try to contact first destination number.
Number of rings for a phone number: Default 5 Rings (47-01-13)
Number of seconds for a pager number: Default 30s (47-01-08)
4. Notification call is stops
5. Check the number of RNA attempts.
47-20-07 / 47-22-07
≥ Max Attempts
< Max Attempts
6a. Wait Attempt Interval
Phone: 47-01-12
Pager: 47-01-09
6b. Change to next enabled destination

Message Notification to Normal Telephone Numbers

Below is a basic overview of how Message Notification works with phone numbers,

assuming the retry attempts are at default. The system determines which numbers are internal extensions or external numbers by the system dial plan settings.

Depending on the system, ARS routing may be needed to properly route external

calls.

1. The subscriber activates Message Notification for their mailbox.
2. When the subscriber receives a new message, the InMail dials the first active destination in the cascade that should receive the Message Notification.
   - InMail waits up to 30 seconds (approximately 5 rings) for ringback, reorder, *busy, or voice activity from the called number. If nothing is detected, the callout is considered unanswered (RNA).*
3. If the recipient answers, InMail plays the notification message ("Hello, I have a message for") and asks the recipient to dial 1 to log onto their mailbox. The recipient hears the notification message if:
   - They say "Hello" after answering the callout, or
   - The system receives answer supervision from the telco after the recipient *answers the call. (Note that the recipient can skip the announcement by dialing 1 to log onto their mailbox after answering the callout – without saying "Hello".), or*
   - The notification is to a system extension.
4. Once the recipient logs onto the mailbox, the notification is considered acknowledged and will not reoccur until the subscriber receives new messages.
5. If the recipient doesn't answer, the system follows the Cascading Message Notification retry attempt settings, and notification will eventually stop if the call is not answered.
6. Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process. Message Notification to Pager Numbers

Below is a basic overview of how Message Notification works with pager numbers,

Below is a basic overview of how Message Notification works with pager numbers, assuming the retry attempts are at default. The system determines which numbers are internal extensions or external numbers by the system dial plan settings. Depending on the system, ARS routing may be needed to properly route external calls.

1. The subscriber activates Message Notification for their mailbox.
2. When the subscriber receives a new message, InMail immediately dials the pager service.
   - InMail waits up to 30 seconds (approximately 5 rings) for ringback, reorder, *busy, or voice activity from the called number. If nothing is detected, the callout is considered unanswered.*
3. After the pager service answers, InMail waits for the timer 47-01-08 then sends the dial string in 47-01-07 which causes the pager display to show

the subscriber's mailbox number as well as the number of new messages in the mailbox.

- The notification is considered acknowledged if the subscriber logs onto *their mailbox.*
- If the notification is not acknowledged (within a programmable time frame, *47-01-12) the pager notification is repeated (up to the RNA attempts count, 47-20-07).*
- If the pager service doesn't answer, the system follows the Cascading *Message Notification rules and notification will eventually stop if the call is* not answered.

Programming

47-01-07 Digital Pager Callback Number

Set the Digital Pager Callback number portion of the Message

Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. Normally, this option should be X?M#, where:

. X is the number of the extension *that generated the no thetification.* is a visual delimiter (to make the *pager display easier to read).*

. M is the number of new *messages in the extension mailbox.*

. # is the digit normally used by *the pager service for positive* disconnect.

Digits

(12 maximum, using 0~9, # *and .)*

M (Number of messages – entered by pressing LK1)

X (Extension number – entered by pressing LK2)

SV8100 InMail automatically replaces the X command with the number of the extension that initially received the message.

*Default = X*M#*

47-01-08 Dialling Digital Pager Callback Number Delay

Delay in Dialing Digital Pager Callback Number (Pager Dial Delay) Set the delay that occurs just before SV8100 InMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number.

Entries

0~99 seconds

47-01-09 Wait Between Digital Pager Callot Attempts

Use this option to set the minimum time (1-255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, inMail will try the callout again.

Entries

1~255 minutes

Default = 15

47-01-11 Wait between Busy non-Pager

Set the time SV8100 InMail waits after it dials a busy non-pager callout destination, before retrying the callout number.

Entries

1~255 minutes

Default = 15

47-01-12 RNA Non-Pager Callout Attempt Interval

Set the time SV8100 InMail waits, after it dials an unanswered nonpager callout destination, before retrying the callout number.

Entries

1~255 minutes

Default = 30

47-01-13 Number of RNA rings

If a non-pager callout rings the destination longer than this number of rings, SV8100 InMail marks the call as unanswered (Ring No Answer) and hangs up.

Entries

1~99 minutes

Default = 5

47-01-14 Maximum Attempts

Set how many attempts SV8100 InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.

Entries

1~99 minutes

Default = 5

47-02-23 All Message Notification Enabled (Subscriber Mailbox)

Use this option to enable or disable notification for the subscriber mailbox. If disabled, enabling the individual notification entries has no effect.

Entries

0 = Disabled

1 = Enabled

Default = 1

47-06-21 All Message Notification Enabled (Group mailbox)

Use this option to enable or disable notification for the group mailbox. If disabled, enabling the individual notification entries has no effect.

Entries

0 = Disabled

1 = Enabled

Default = 1

47-20-01 Station Mailbox Message Notification Options - Notification

For the selected entry (1-5), use thisption to enable or disable Message Notification. If enabled, notificationill occur when the mailbox receives a new message according to the settings for Type, Start Hour, End Hour, and notification Phoneumber. If disabled, Message Notification will not occur.

There are five separately programmed Message notification entries for each Subscriber Mailbox.

Entries

0 = Disabled

1 = Enabled

Default = 1

47-20-02 Station Mailbox Message Notification Options - Notification Begin Hour

For the selected entry (1-5), use this option to set the hour when MessageNotification will start. Notification will occur only for new messages received between this setting and the End Hour setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour notification, make the Start Hour the same as the End Hour.

There are five separately programmed

Message notification entries for each Subscriber Mailbox.

Entries

0~23 (24 hour clock)

Default = 0

47-20-03 Station Mailbox Message Notification Options - Notification End Hour

For the selected entry (1-5), use this option to set the hour when Message Notification will stop. Notification will occur only for new messages received between the Start Hour and this setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24- hour notification, make the Start Hour the same as the End Hour.

There are five separatelyprogrammed Message notification

entries for each Subscriber Mailbox.

Entries

0~23 (24 hour clock)

Default = 0

47-20-04 Station Mailbox Message Notification Options - Notification Type

For the selected entry (1-5), use this option to set the Message Notification type. The choices are Voice and Pager. Choose Voice when the Phone Number entry is to a regular office, home, or mobile telephone. Choose Pager when you want to deliver the notification to a digital pager.

There are five separatelyprogrammed Message notification entries for each Subscriber Mailbox.

Entries

0 = Undefined

1 = Voice

2 = Pager

Default = 1

47-20-05 Station Mailbox Message Notification options - Notification Number

For the selected entry (1-5), use this option to set the telephone number (16 digits maximum) Message Notification will dial to notify the subscriber of new messages. Enter the number exactly as you want the system to dial it , but do not include a line access code (such as 9). If the number you enter is extension number, it will be an Intercom call. Otherwise, it will be an outside call. (The system decides by referring its numbering plan.)

There are five separatelyprogrammed Message notification entries for each Subscriber Mailbox.

Entries

Valid number up to 16 digits.

Default = blank

47-20-06 Station Mailbox Message Notification Options - Notification Busy Attempts

For the selected entry (1-5), use this option to set how many times InMail will retry an incomplete Message Notification callout to a busy destination. This option applies to pager and non-pager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

There are five separatelyprogrammed Message notification entries for each Subscriber Mailbox.

Entries

1~99 (attempts)

Default = 5

47-20-07 Station Mailbox Message Notification Options - Notification RNA Attempts

For the selected entry (1-5), use this option to set how many times InMail will retry an incomplete Message Notification callout when the destination does not answer. This option applies to pager and nonpager callouts. If the

Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

There are five separatelyprogrammed Message notification entries for each Subscriber Mailbox.

Entries

1~99 (attempts)

Default = 5

47-20-08 Station Mailbox Message Notification Security

For the selected entry (1-5), use this option to enable or disable Security Code protection for the callout. If enabled, the user is required to enter their security in order to log on and hear the new message. If disabled, the Security Code is not required.

There are five separatelyprogrammed Message notification entries for each Subscriber Mailbox.

Entries

0 = Security code not required

1 = Security code required

Default = 0

47-22-01 Group Mailbox Message Notification Options - Notification

For the selected entry (1-5), use thisption to enable or disable Message Notification. If enabled, notificationill occur when the mailbox receives a new message according to the settings for Type, Start Hour, End Hour, and notification Phoneumber. If disabled, Message Notification will not occur.

There are five separately programmed Message notification entries for each Group Mailbox.

Entries

0 = Disabled

1 = Enabled

Default = 1

47-22-02 Group Mailbox Message Notification Options - Notification Begin Hour

For the selected entry (1-5), use this option to set the hour when MessageNotification will start. Notification will occur only for new messages received between this setting and the End Hour setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour notification, make the Start Hour the same as the End Hour.

There are five separately programmed

Message notification entries for each Group Mailbox.

Entries

0~23 (24 hour clock)

Default = 0

47-22-03 Group Mailbox Message Notification Options - Notification End Hour

For the selected entry (1-5), use this option to set the hour when Message Notification will stop. Notification will occur only for new messages received between the Start Hour and this setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24- hour notification, make the Start Hour the same as the End Hour.

There are five separatelyprogrammed Message notification

entries for each Group Mailbox.

Entries

0~23 (24 hour clock)

Default = 0

47-22-04 Group Mailbox Message Notification Options - Notification Type

For the selected entry (1-5), use this option to set the Message Notification type. The choices are Voice and Pager. Choose Voice when the Phone Number entry is to a regular office, home, or mobile telephone. Choose Pager when you want to deliver the notification to a digital pager.

There are five separatelyprogrammed Message notification entries for each Group Mailbox.

Entries

0 = Undefined

1 = Voice

2 = Pager

Default = 1

47-22-05 Group Mailbox Message Notification options - Notification Number

For the selected entry (1-5), use this option to set the telephone number (16 digits maximum) Message Notification will dial to notify the subscriber of new messages. Enter the number exactly as you want the system to dial it , but do not include a line access code (such as 9). If the number you enter is extension number, it will be an Intercom call. Otherwise, it will be an outside call. (The system decides by referring its numbering plan.)

There are five separatelyprogrammed Message notification entries for each Group Mailbox.

Entries

Valid number up to 16 digits.

Default = blank

47-22-06 Group Mailbox Message Notification Options - Notification Busy Attempts

For the selected entry (1-5), use this option to set how many times InMail will retry an incomplete Message Notification callout to a busy destination.

This option applies to pager and non-pager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

There are five separately programmed Message notification entries for each Group Mailbox.

Entries

1~99 (attempts)

Default = 5

47-22-07 Group Mailbox Message Notification Options - Notification RNA Attempts

For the selected entry (1-5), use this option to set how many times InMail will retry an incomplete Message Notification callout when the destination does not answer. This option applies to pager and nonpager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

There are five separatelyprogrammed Message notification entries for each Group Mailbox.

Entries

1~99 (attempts)

Default = 5

47-22-08 Group Mailbox Message Notification Security

For the selected entry (1-5), use this option to enable or disable Security Code protection for the callout. If enabled, the user is required to enter their security in order to log on and hear the new message. If disabled, the Security Code is not required.

There are five separatelyprogrammed Message notification entries for each Group Mailbox.

Entries

0 = Security code not required

1 = Security code required

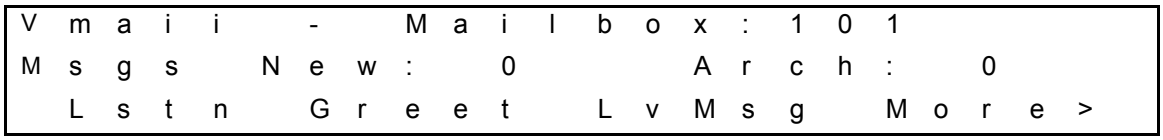
Default = 0

Operation

To setup Cascade Notification:

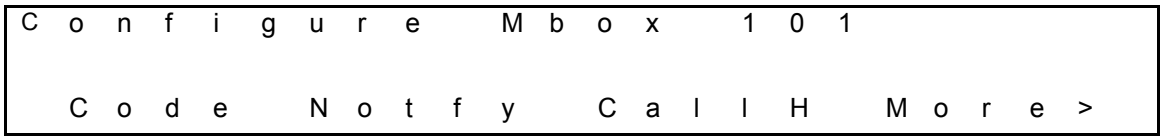
1. Access the All Message Notification Setting menu.

   Log onto Subscriber Mailbox



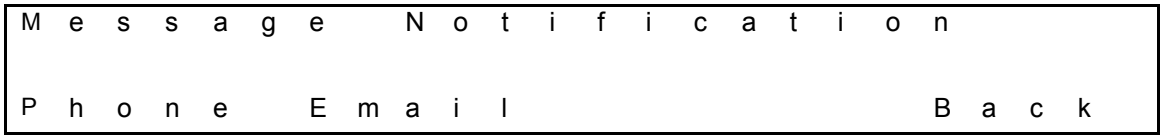
↓ Dial OP(67)/Press “More >” → “Setup”

Mailbox Options menu.



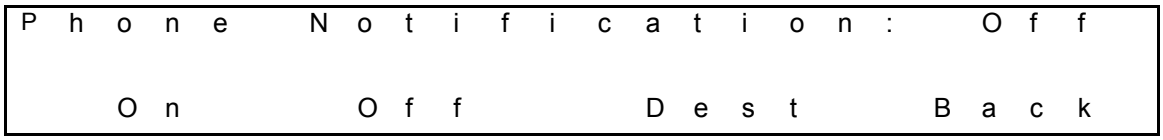
↓ Dial N(6)/Press “Notify”

Notification Type Selection menu.



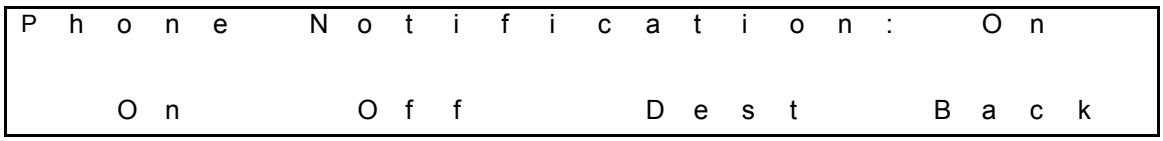
↓ Dial P(7)/Press “Phone”

2. All Message Notifications Settings Menu.



↓ Dial O(6)/Press “On” ↑ Dial O(6)/Press “Offf”

All Message Notifications Settings Menu.



2.1 Soft key Operation (3-Line Phone/Super Display Phone)
On/OnTurn All Notifications on.

Off/OffTurn All Notifications off.
Dest/DestinationsProceed to notification Destination Selection Menu.
Back/BackGo back to Notification Type Selections Menu

2.2 Key Operation
Key 3Proceed to Notification Destination Selection Menu.
Key 6Toggle All Notifications on/off.
Key 9Exit from Mailbox.
Key #Go back to Notification Type Selection menu.

3. Notification Destination Selection menu

Phone Notification: On
Dest 1 Dest 2 Dest 3 More >

↓ Press “More”

Phone Notification: On
Dest 4 Dest 5 Back More >

3.1 Soft key Operation (3-Line Phone/Super Display Phone)
Dest1/Destination1Proceed to Notification Destination Selection 1 Menu.
Dest2/Destination2Proceed to Notification Destination Selection 2 Menu.
Dest3/Destination3Proceed to Notification Destination Selection 3 Menu.
Dest4/Destination4Proceed to Notification Destination Selection 4 Menu.
Dest5/Destination5Proceed to Notification Destination Selection 5 Menu.
Back Go back to All Message Notifications Setting menu.

3.2 3.2 Key Operation
Key 1Proceed to Phone Notification Destination 1 menu.
Key 2Proceed to Phone Notification Destination 2 menu.
Key 3Proceed to Phone Notification Destination 3 menu.
Key 4Proceed to Phone Notification Destination 4 menu.
Key 5Proceed to Phone Notification Destination 5 menu.
Key 9Exit from mailbox.
Key #Go back to All Message Notifications Setting menu.

4. Message Notification main menu

InMail plays a summary of your Message Notification settings.

Dest 1 Disabld 12AM-12AM
Phone:
Enbl Disbl Chnge Back

If phone number is already entered

Dest 1 Disabld 12AM-12AM
Phone: 01509643107
Enbl Disbl Chnge Back

↓ Dial E(3)/Press “Enbl” ↑ Dial D(3)/Press “Disbl”

Dest 1 Enabled 08AM-06PM
Phone: 01509643107
Enbl Disbl Chnge Back

4.1 Soft key Operation (3-Line Phone/Super Display Phone)
Enbl/EnableTurn destination[x] notifications on.
Disbl/DisableTurn destination[x] notifications off.
Change/ChangeGo to destination[x] notification setting menus.
Back/BackGo back to Notification Destination Selection menu.

4.2 Key Operation
Key 2Go to destination[x] notification setting menus.
Key 3Toggle destination[x] notifications on/off.
Key #Go back to Notification Destination Selection menu.

5. Message Notification Programming (Begin Hour)

Notification Begin: 12AM
Next Exit

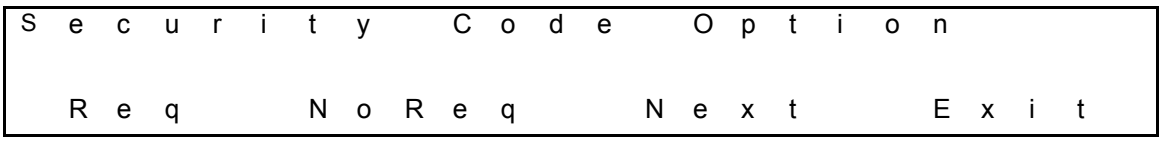
6. Message Notification Programming (End Hour)

Notification End: 12AM
Next Exit

7. Message Notification Programming (Notification Type)

8. Message Notification Programming (Number)

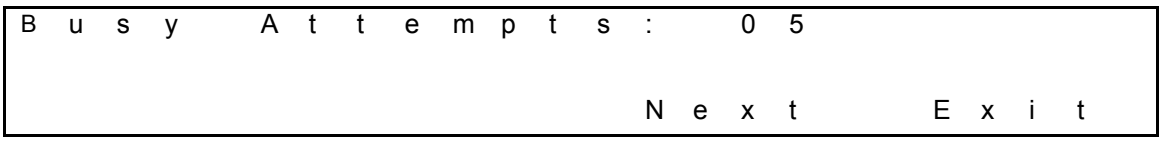
9. Message Notification Programming (Security Code required)



9.1 Soft key Operation (3-Line Phone/Super Display Phone)
Req/RequiredTurn "Security Code Required" flag On.
NoReq/Not RequiredTurn "Security Code Required" flag Off.
Next/NextKeep current setting and proceed to Busy Attempt count menu.
Exit/ExitKeep current setting and return to main Notification menu.

9.2 Key Operation
Key 7Turn "Security Code Required" flag On.
Key 6Turn "Security Code Required" flag Off.
Key *Keep current setting and proceed to Busy Attempt count menu.
Key #Keep current setting and return to main Notification menu.

10. Message Notification Programming (Busy Attempt count)



10.1Soft key Operation (3-Line Phone/Super Display Phone)
Next/NextKeep current setting and proceed to RNA Attempt menu.
Exit/ExitKeep current setting and return to main Notification menu.

10.2Key Operation
Key 0-9Set Busy Attempt count.

Key *Keep current setting and proceed to RNA Attempt count menu.
Key #Keep current setting and return to main Notification menu.

11. Message Notification Programming (RNA Attempt count)

11.1Soft key Operation (3-Line Phone/Super Display Phone)
Next/NextKeep current setting and proceed to main Notification menu.
Exit/ExitKeep current setting and return to main Notification menu.

11.2Key Operation
Key 0-9Set RNA Attempt count.
Key *Keep current setting and proceed to main Notification menu.
Key #Keep current setting and return to main Notification menu.

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Dial Action Table

Description

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. InMail provides 16 Dial Action Tables. The Dial Action Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

- Answer Tables

  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  . *By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.*

- Routing Mailbox

  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

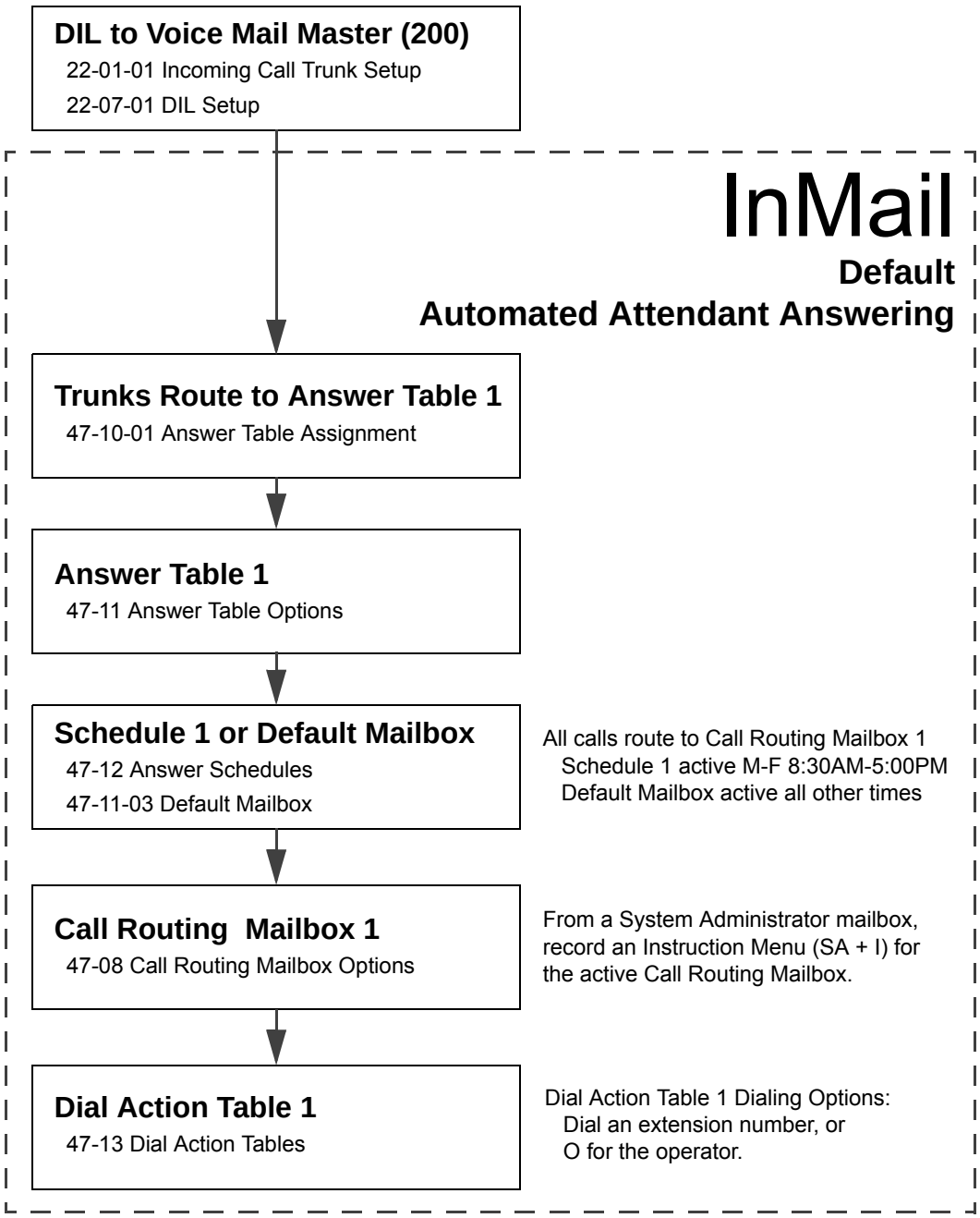
  . *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.*

- Dial Action Table

  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  . *By default, Call Routing Mailbox 1 uses Dial Action Table 1.*

The following block diagram shows the default InMail Automated Attendant configuration.


DIL to Voice Mail Master (200)
22-01-01 Incoming Call Trunk Setup
22-07-01 DIL Setup
InMail
Default
Automated Attendant Answering
Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment
Answer Table 1
47-11 Answer Table Options
Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-03 Default Mailbox
All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30AM-5:00PM
Default Mailbox active all other times
Call Routing Mailbox 1
47-08 Call Routing Mailbox Options
From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.
Dial Action Table 1
47-13 Dial Action Tables
Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator.

Dial Action Table Options

The following table summarizes the Dial Action Table dial (key) actions and their associated features.

Dial Action Table Key Action Summary		
Action	**Description**	**Feature Reference**
TRF	Screened Transfer (1) Allows an Automated Attendant caller to place a Screened Transfer to an extension. InMail calls (screens) the destination to see if the call can go through.	Screened Transfer on page 2-323
UTRF	Unscreened Transfer (2) Allows an Automated Attendant caller to place an Unscreened Transfer to an extension.InMail transfers the call the destination and then hangs up.	Unscreened Transfer on page 2-351
REC1	Quick Message with Greeting (3) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller hears the extension's personal greeting.	Quick Message on page 2-309
REC2	Quick Message without Greeting (4) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller does not hear the extension's personal greeting	Quick Message on page 2-309
LOGON	Log On to Voice Mail (5) Allows an Automated Attendant caller to log on to a mailbox, either directly or one of their choosing.	Log On to Voice Mail on page 2-237
Hang Up	Hang Up (6) InMail says "*Goodbye"* and hangs up.	Hang Up on page 2-191
GOTO	Go to a Mailbox, (7) Allows an Automated Attendant caller to route to another mailbox.	Go To A Mailbox on page 2-171
UND	Undefined Routing (0) This action provides no routing.	Not applicable

Related Features

Automated Attendant

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Answer Tables

Determines how the Automated Attendant answers outside calls on each trunk.

Routing Mailbox

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcement are available to Automated Attendant callers.

Programming

1. Assign a Dial Action Table to each active Call Routing Mailbox.

➲ **47-08-01 Dial Action Table**

The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.

. *The default Call Routing Mailboxes (1~8) use Dial Action Table 1.*

2. Customize the Dial Action Table options.

➲ **47-13 InMail Dial Action Tables**

. *The default Dial Action Table dialing options are:*

Dial Action Table Default Settings

Key	Dial Action Table 1	Dial Action Tables 2-16
0	UTRF to 200 (Unscreened Transfer to operator)	UND (Undefined)
1	UTRF to XXX (Unscreened Transfer to operator)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
4	UND (Undefined)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
*	REC1 to IXXX (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 200 (Unscreened Transfer to operator)	UND (Undefined)

3. Set the time limit for dialing commands for the Automated Attendant caller.

➲ **47-08-03 Time Limit for Dialing Commands (Dialing Timeout)**

Enter the Time Limit for Dialing Commands interval (0~5 seconds).

. *By default, the interval is 5 seconds.*

If the caller waits too long to dial:

- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
- When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats three times and then InMail hangs up.

4. If using one key dialing from Auto Attendant to a stored speed dial number.

➲ **41-01-05 Message Wait**

This program must be disabled (0) for one key dialing to a speed dial buffer from Auto Attendant to work.

. *By default, this feature is enabled.*

Operation

Not applicable

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Directory Dialing

Description

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach – just their name. Here is how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message (recorded by the System Administrator) which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. InMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1~3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and InMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 12 characters, A~Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active.

The Directory Dialing Mailbox is a Routing Mailbox assigned as a Directory Dialing Mailbox. See Use a Routing Mailbox for Directory Dialing on page 2-112 below or Use a Call Routing Mailbox for Directory Dialing on page 2-115 for more information.

Related Features

Directory Dialing Mailbox

A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing.

System Administrator

Only the System Administrator can record the Directory Dialing Message.

Programming

Use a Routing Mailbox for Directory Dialing

1. Set up the Directory Dialing Mailbox.

➲ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter 4 to make the selected Routing Mailbox a Directory Dialing Mailbox.

. *By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.*

2. Set up the name programming and enter names.

➲ **47-01-16 Name Format (Name Format)**

Determine how extension names should be entered in 15-01-01 Extension Name or via the telephone. The options are 0 (first name followed by last name) or 1 (last name followed by first name).

. *By default, the system expects names to be entered as first name followed by last name (0).*

➲ **15-01-01 Extension Name (Ext Name)**

Enter the name for each extension. Refer to 47-01-16 Name Format for name format.

. *By default, there are no names entered.*

➲ **47-15-03 Extension Name Match (Name Match)**

Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter 0 for first; 1 for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.

For example, if 47-01-16 Name Format is 0 and the name in 15-01-01 Extension Name is entered as first name followed by last name, enter 1 in this option to set up last name dialing.

. *By default, the Directory Dialing Mailbox routes on the first portion of the name (0).*

3. Set up Directory Lists to control which extensions Directory Dialing can access.

➲ **47-02-15 Directory List (Directory List)**

Select the Directory List to which the extension belongs. The entries are 1~8 (for lists 1~8), 0 (for no list), or * (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in 47-15-02 Directory List Number to Use for the Directory Dialing Mailbox.

. *By default, extensions are not included in a Directory List (**0**).*

➲ **47-15-02 Directory List Number to Use (Directory List)**

The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are 1~8 (for lists 1~8).

. *By default, the Directory Dialing Mailbox uses list 1.*

4. Specify the required number of letters of the employee name the caller must dial.

➲ **47-15-01 Minimum Number of Letters Required (Min Num Letters)**

Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, InMail cannot route the call. The entries are 1~3 (1~3 letters).

. *By default, callers must dial at least 1 letter of the employee's name (1).*

5. Select Screened or Unscreened Transfer call routing, when Directory Dialing finds a name match.

Unscreened Transfer

➲ **47-15-04 Unscreened or Screened Transfer (Transfer Option)**

Enter 1 to route the call as an Unscreened Transfer.

. *By default, InMail routes the call as a Screened Transfer (0).*

Screened Transfer

➲ **47-15-04 Unscreened or Screened Transfer (Transfer Option)**

Enter 0 to route the call as a Screened Transfer.

. *By default, InMail routes the call as a Screened Transfer (**0**).*

➲ **47-15-05 Screened Transfer Timeout (Scrn Trf Timeout)**

Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are 1~255 seconds or 0 for no recall.

. *By default, the Screened Transfer Timeout interval is 15 seconds.*

6. Change the amount of time Directory Dialing callers have to dial letters.

➲ **47-15-06 Time Limit for Dialing Commands (Dialing Timeout)**

Enter the new timeout duration (0~99 seconds).

If the caller waits too long to dial, the Directory Dialing Message repeats.

. *By default, Directory Dialing callers have 5 seconds to dial letters.*

7. Record a Directory Dialing Message.
See Operation on page 2-119.
The Directory Dialing Message is the Instruction Menu for the Routing Mailbox programmed as a Directory Dialing Mailbox.

. *By default (without a custom message recorded), the Directory Dialing Message is, "Please enter one or more letters of the person's name, then press the pound key."*

➲ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

This option sets the maximum message length (1~4095 seconds) for Instruction Menus.

. *By default, this option is 120 seconds.*

8. Enable or disable the ability of the Directory Dialing Mailbox to detect and route incoming faxes.

➲ **47-15-07 Fax Detection (Fax Detection)**

Enter 1 to enable Fax Detection; 0 to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in 47-01-06 Fax Extension.

See Fax Detection on page 2-149 for more.

. *By default, Fax Detection is disabled (N).*

9. Enable the Directory Dialing Mailbox caller to dial 0 for other options or # to return to the Automated Attendant.

➲ **47-15-08 Next Call Routing Mailbox (Next CR Mbox)**

Assign a Next Call Routing Mailbox (1~32) to the Directory Dialing Mailbox.

To remove an assignment, press Hold.

Once assigned, dialing # returns to the Automated Attendant. Dialing 0 follows the 0 action of the Next Call Routing Mailbox.

. *By default, there is no Next Call Routing Mailbox assigned.*

10. Enable Directory Dialing Mailbox to directly answer an outside call.
Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.
See Answer Tables on page 2-45 for more.

. *By default, Answer Table 1 routes to Routing Mailbox 000, which is a Call Routing Mailbox.*

11. Enable callers to access Directory Dialing from a Dial Action Table action. Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.

    See Dial Action Table on page 2-105 for more.

    . *By default, no actions are assigned as a GOTO to a Directory Dialing Mailbox.*

Use a Call Routing Mailbox for Directory Dialing

1. Set up the Directory Dialing Mailbox.

47-03-02 Call Routing Mailbox Number

Enter the mailbox number for the Call Routing Mailbox. This number must correspond to a Department Group pilot number set up in 11-07-01 Department Group Pilot Numbers.

When using a Call Routing Mailbox as an additional resource (for example, as an extra Directory Dialing Mailbox), you can perform the following actions:

- Assign a pilot number to an unused Department Group in 11-07-01 Department Group Pilot Numbers.
- Set up the Call Routing Mailbox in 47-03 using this pilot number.
- When 47-03 programming is complete, remove the pilot number assignment in 11-07-01 Department Group Pilot Numbers.

. *By default, no Call Routing Mailbox numbers are assigned.*

47-03-03 Call Routing Mailbox Type (Mailbox Type)

Enter 3 to make the selected Call Routing Mailbox a Directory Dialing Mailbox.

. *By default, all Call Routing Mailboxes are set up as Call Routing Mailboxes (1).*

2. Set up the name programming and enter names.

47-01-16 Name Format (Name Format)

Determine how extension names should be entered in 15-01-01 Extension Name or via the telephone. The options are 0 (first name followed by last name) or 1 (last name followed by first name).

. *By default, the system expects names to be entered as first name followed by last name (**0**).*

15-01-01 Extension Name (Ext Name)

Enter the name for each extension. The format you use should follow the setting of 47-01-16 Name Format.

. *By default, no names are entered.*

➲ **47-14-03 Extension Name Match (Name Match)**

Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter 0 for first; 1 for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.

For example, if 47-01-16 Name Format is 0 and the name in 15-01-01 Extension Name is entered as first name followed by last name, enter 1 in this option to set up last name dialing.

. *By default, the Directory Dialing Mailbox routes on the first portion of the name (**0**).*

3. Set up Directory Lists to control which extensions Directory Dialing can access.

➲ **47-02-15 Directory List (Directory List)**

Select the Directory List to which the extension belongs. The entries are 1~8 (for lists 1~8), 0 (for no list), or ***** (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in 47-14-02 Directory List Number to Use for the Directory Dialing Mailbox.

. *By default, extensions are not included in a Directory List (**0**).*

➲ **47-14-02 Directory List Number to Use (Directory List)**

The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are 1~8 (for lists 1~8).

. *By default, the Directory Dialing Mailbox uses list **1**.*

4. How many letters of the employee's name must the caller dial?

➲ **47-14-01 Minimum Number of Letters Required (Min Num Letters)**

Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, InMail cannot route the call. The entries are 1~3 (1~3 letters).

. *By default, callers must dial at least 1 letter of the employee's name (**1**).*

5. Specify the call routing as a Screened or Unscreened Transfer when Directory Dialing finds a name match.

Unscreened Transfer

➲ **47-14-04 Unscreened or Screened Transfer (Transfer Option)**

Enter **1** to route the call as an Unscreened Transfer.

. *By default, InMail routes the call as a Screened Transfer (**0**).*

Screened Transfer

➲ **47-14-04 Unscreened or Screened Transfer (Transfer Option)**

Enter **0** to route the call as a Screened Transfer.

. *By default, InMail routes the call as a Screened Transfer (**0**).*

47-14-05 Screened Transfer Timeout (Scrn Trf Timeout)

Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are **1~255** seconds or **0** for no recall.

. *By default, the Screened Transfer Timeout interval is **15** seconds.*

6. To change the amount of time Directory Dialing callers have to dial letters:

47-14-06 Time Limit for Dialing Commands (Dialing Timeout)

Enter the new timeout duration (0~99 seconds).

If the caller waits too long to dial, the Directory Dialing Message repeats.

. *By default, Directory Dialing callers have 5 seconds to dial letters.*

7. To record a Directory Dialing Message:
Refer to Operation on page 2-119.

The Directory Dialing Message is the Instruction Menu for the Call Routing Mailbox programmed as a Directory Dialing Mailbox.

. *By default (without a custom message recorded), the Directory Dialing Message is, "Please enter one or more letters of the person's name, then press the pound key."*

47-01-04 Non-Subscriber Message Length (Mbox Msg Length)

This option sets the maximum message length (**1~4095** seconds) for Instruction Menus.

. *By default, this option is **120** seconds.*

8. Enable or disable the ability of the Directory Dialing Mailbox to detect and route incoming faxes.

47-14-07 Fax Detection (Fax Detection)

Enter **1** to enable Fax Detection; **0** to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in **47-01-06 Fax Extension**.

See Fax Detection on page 2-149 for more.

. *By default, Fax Detection is disabled (N).*

9. Enable the Directory Dialing Mailbox caller to dial 0 for other options or # to return to the Automated Attendant:

47-14-08 Next Call Routing Mailbox (Next CR Mbox)

Assign a Next Call Routing Mailbox (**1~32**) to the Directory Dialing Mailbox.

To remove an assignment, press **Hold**.

Once assigned, dialing # returns to the Automated Attendant. Dialing **0** follows the 0 action of the Next Call Routing Mailbox.

. *By default, there is no Next Call Routing Mailbox assigned.*

10. Enable the Directory Dialing Mailbox to directly answer an outside call.
    Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.
    See Answer Tables on page 2-45 for more.
    . *By default, Answer Table 1 routes to Routing Mailbox 000, which is a Call Routing Mailbox.*

11. Enable callers to access Directory Dialing from a Dial Action Table action:
    Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.
    See Dial Action Table on page 2-105 for more.
    . *By default, no actions are assigned as a GOTO to a Directory Dialing Mailbox.*

Operation

Recording a Directory Dialing Message					
Log On to System Administrator's mailbox.					
SA (72)	Access System Administrator options. [Not applicable]				
	I (4)	Select Instruction Menus. [Instr]			
		Enter the Directory Dialing Mailbox number.			
			L (5)	Listen to the current Directory Dialing Message (if any). [Lstn]	
				#	Exit listen mode.
			R (7)	Record a new Directory Dialing Message. [Rec]	
				Record message.	
				*	Pause or restart recording. [Resume] [Pause]
				E (3)	Erase recording. [Cncl]
				#	Exit recording mode. [Done]
			E (3)	Erase the Directory Dialing Message. [Erase]	
			#	Go back to the System Administrator options. [Exit]	
		#	Go back to the System Administrator options. [Exit]		
0	Plays Help message.				

Using Directory Dialing	
To use Directory Dialing:	
1.	After the Automated Attendant answers, wait for the Directory Dialing Message. ● The Automated Attendant may ask you to dial a digit for Directory Dialing.
2.	Dial the letters that correspond to the name of the person you wish to reach + #. ● The Directory Dialing Message tells how many letters you need to dial, and whether you should enter the person's first name or last name. ● To exit Directory Dialing without selecting a name, just dial #.
3.	The Automated Attendant announces the name matches, and tells you which digit to dial (1~3) to reach each of the announced names. ● To hear additional name matches (if any), dial 4 instead.
4.	After you make your selection, the Automated Attendant routes your call to the name selected.

Dialing Options Available while Entering a Name
The following table shows the dialing options available to the caller while they are entering a name into a Directory Dialing Mailbox.

- By default, the caller can dial the digits 2~9 to enter the name or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can dial the digits 2~9 to enter a name, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Name Entry Options (Options available while entering a name)		
Dialed Digit	**47-14-08 or 47-15-08: Next Call Routing Mailbox Setting**	**Action**
1	Not applicable	Entry is ignored.
2~9	Not applicable	Interprets the digit as a letter and waits about 20 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed for 10 seconds, the Directory Dialing Message repeats and then InMail hangs up.
0	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
	1-32 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
*****	Not applicable	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1~32 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox Instruction Menu.
Timeout	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) up to two times and then hangs up.

Dialing Options Available for duplicate Employee Names

If the name the caller enters is used by more than one employee, InMail lets the caller select the employee to which they want to talk. The caller can dial 1, 2 or 3 to select the employee from the first three name matches, or dial 4 to hear additional name matches.

- By default, the caller can also dial * to make a new entry or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can also dial * to make a new entry, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Routing Options (Options available after a name is entered)		
Dialed Digit	**47-14-08 or 47-15-08 Next Call Routing Mailbox Setting**	**Action**
1~3	Not applicable	Route to the respective extension from the list of up to three announced matches.
4	Not applicable	If more than three matches for the entered name are found, provides access to the next set of three matches.
5~9	Not applicable	Plays “That is an invalid entry” and repeats the list of announced matches each time the caller dials the digit.
0	UND (Not assigned)	Plays “That is an invalid entry” and repeats the list of announced matches each time the caller dials the digit.
	1~32 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox’s Dial Action Table.
*****	Not applicable	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1~32 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox’s Instruction Menu.
Timeout	UND (Not assigned)	Repeats the list of announced matches (up to two times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

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Directory Dialing Mailbox

Description

A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing. A Directory Dialing Mailbox is a Routing Mailbox set as a Directory. See Directory Dialing on page 2-111 for more on how to set up a Directory Dialing Mailbox.

Related Features

Directory Dialing

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.

System Administrator

Only the System Administrator can record the Directory Dialing Message.

Programming

A Directory Dialing Mailbox can be a Routing Mailbox.

1. Assign a Routing Mailbox as a Directory Dialing Mailbox:
2. Define a Group Mailbox as the Directory Dialing Mailbox above:

➲ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter **3** to make the selected Group Mailbox a Directory Dialing Mailbox.

. *By default, no Group Mailboxes are assigned as Directory Dialing Mailboxes.*

Operation

Turn to Directory Dialing on page 2-111 for more on how to use Directory Dialing and record a Directory Dialing Message.

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Distribution List

Description

A Distribution List is a list of extensions that will receive a message you record and send to a single Distribution Mailbox. Any message left in the Distribution Mailbox will be automatically sent to all the mailboxes in the list. Distribution List saves time when you need to send the same message to many co-workers. Rather than recording the message and manually specifying a list of recipients, use a Distribution List instead.

A Distribution List can consist only of Subscriber Mailboxes. The list is managed in a Distribution Mailbox, which is a type of Routing Mailbox that contains the actual list of member extensions. The system allows as many Distribution Lists as there are available Routing Mailboxes (up to 32). Each list can have up to 20 members. You assign the Distribution Mailbox in system programming, but you can create the Distribution List and edit the list members from either system programming or a System Administrator's Mailbox. The System Administrator can also record a name for the Distribution List.

Related Features

InMail Features:

Distribution Mailbox

A Distribution Mailbox is the type of Routing Mailbox that handles Distribution List messages.

System Administrator

The user can edit the members of a Distribution List from a System Administrator Mailbox. The user can also record a name for the list.

Programming

1. Assign a Routing Mailbox as a Distribution Mailbox:

➲ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter **4** to assign the selected Routing Mailbox a Distribution Mailbox.

. *By default, there are no Distribution Mailboxes assigned.*

2. Enter the destination extensions into the Distribution List:

➲ **47-17-01 Routing Mailbox Type (Mailbox Type)**

Enter the member extensions into the Distribution List (20 members maximum).

. *You can also edit the Distribution List from a System Administrator Mailbox.*

Operation

Recording and Sending a Message to a Distribution List			
To record and send a message to a Distribution List:			
1.	Log onto the Subscriber Mailbox.		
2.	**[Rec]**	Select Record and Send a Message. • Alternately dial **RS**(77).	
3.	Record your message.		
		[Pause]	Pause recording. • Alternately dial * to pause.
		[Resume]	Resume recording if paused. • Alternately dial * to resume.
		[Cncl]	Cancel recording. • Alternately dial **E**(3) to cancel (erase) a recording.
		[Done]	End (accept) the recording. • Alternately dial # to accept the recording.
4.	Dial the Distribution Mailbox number.		
		[Cont]	Send the message to the selected Distribution List. • Alternately dial # to send the recording.
		[Mbox]	Back up and reenter the Distribution Mailbox number. • Alternately dial * to back up and reenter.
		[Exit]	Return to the Main Menu without sending the message.
5.	**[Exit]**	Return to the Main Menu after sending the message to the Distribution List. • Alternately dial # to return to the Main Menu.	

Editing a Distribution List and Recording a Name					
To edit a Distribution List and record a name:					
1.	Log onto a System Administrator's Mailbox.				
2.	**[Mgr]**	Select the System Administrator features. • Alternately dial **SA** (72).			
3.	**[DList]**	Select Distribution List editing. This is the Distribution List Menu. • Alternately dial **L** (5).			
4.	Enter the number of the Distribution List you want to edit (e.g., 008).				
	[Back]	Return to the System Administrator Menu without selecting a list. • Alternately dial #.			
5.	Select one of the following.				
	a.	**[Modfy]**	**[Modfy]** Select to edit the Distribution List member list. (This is the List Modify Menu.) • Alternately dial **M** (6).		
			[Add]	Select to add an extension to the list. • Alternately dial **A** (2). • The extension you add is inserted at the current position in the list.	
				[OK]	Select to accept the entry and return to the List Modify Menu. • Alternately dial #.
				[Clear]	**[Clear]** Select to reenter the mailbox number. • Alternately dial *.
				[Back]	Select to exit to the List Modify Menu. • Alternately dial *.
			[Del]	**[Del]** Select to remove the currently displayed extension from the list. • Alternately dial **E** (3).	
			[Next]	Select to go to the next extension in the list without making any changes. • Alternately dial **N** (6).	
			[Back]	**[Back]** Select to exit the list. • Alternately dial #.	
	b.	**[RcNam]**	**[RcNam]** Select to record a name for the Distribution List. (This is the Record Name Menu). • Alternately dial **RN** (76).		
			[Back]	Select to listen to the recorded name (if any). • Alternately dial **L** (5).	
			[Rec]	Select to record a new name. • Alternately dial **R** (7).	
				[Cncl]	Select to cancel without recording and go back to the Record Name menu.

Editing a Distribution List and Recording a Name (Continued)					
				[Done]	Select to accept the recorded name and go back to the Record Name Menu. • Alternately dial **#**.
			[Del]	**[Del]** Select to erase the recorded name. • Alternately dial **E** (3).	
			[Back]	**[Back]** Select to exit to the Distribution List Menu. • Alternately dial **#**.	
		[Back]	Select to exit to the System Administrator Menu. • Alternately dial **#.**		

Email Notification

Receive an email notification when a new message is left in your mailbox.

- Email Notification requires software version 03.10 or higher and a Memory Expansion Daughter Board .

Description

Email Notification automatically sends an email notification when a Subscriber Mailbox receives a new message. The email can optionally include the recorded message as a *wav* file attachment. To hear the message, the email recipient double-clicks the *wav* attachment to have the message play in their *wav* player (such as Windows Media Player).

Email Notification uses SMTP (Simple Mail Transfer Protocol) to deliver messages to the recipient's email account. Email Notification does not provide synchronization - the email account and the voice mailbox operate independently. For example, deleting the voice mail message does not automatically delete the email and visa-versa.

If Email Notification tries to deliver an email and it doesn't go through because of a connection problem (i.e., no connection or a dropped connection), it will retry every 15 minutes for 24 hours. If the email still can't go through, Email Notification cancels the delivery. Email deliveries that fail because authentication fails or the encryption mode is incorrect are immediately cancelled.

Collecting the Email Notification Data

In order for the installation site's SV8100 to send email notifications, it must have a valid SMTP email account assigned. To save time during programming, use the following table to help collect the system's email account information. The email account provider can supply this information. See *Programming* in this feature for more.

SV8100 Email Account Information		
Item	**Description**	**System's Email Account Data**
SMTP Email Account	The email account that will handle notifications sent from the SV8100 (e.g., *yourname@emailserver.com*)	
SMTP Server Name	The SMTP server (email provider) that will handle email for the SMTP email account. The SMTP server name is typically similar to *smtp.emailserver.com*.	
SMTP Port Number	The port the SMTP server uses for SMTP delivery.	
SMTP Encryption	Determines whether or not the SMTP server accepts plain text (unencrypted) or encrypted email (Yes or No).	
SMTP Authentication	Enter Yes if the SMTP server requires the *SMTP Email Account's* user name and password each time the system logs on. Otherwise, enter No.	
SMTP User Name	In the *SMTP Email Account*, this is normally the *yourname* portion of *yourname@emailserver.com*.	
SMTP Password	This is the password for the account specified in *SMTP Email Account* above.	
Email Reply To	If a notification recipient replies to a notification email, this is the address to which the reply is sent.	

An Explanation of the Message Sender (From) Field

Like any other email client, Email Notification uses the *From* field to identify the person that left the message being delivered. In the email message, the data in the *From* field is formatted as *Name [Reply To]*, where:

- *Name* identifies the person that left the message.
- *Reply To*[1] is the email address used when the email recipient replies to the message.
  - This information is not provided in the recipient's inbox - just the actual email message.

For messages left by Intercom callers:

- *Name* is:
  - The extension name (if programmed) or,
  - The extension number (if there is no name programmed).
- *Reply To*[1] is:
  - The email address of the person that left the message (if programmed) or,
  - The *Reply To Email Address* data from program 47-18-09 or,
  - The *Send From Email Address* data from program 47-18-09.

For messages left by outside callers:

- *Name* is always the text "Outside Caller."
- *Reply To*[1] is:
  - The *Reply To Email Address* data from program 47-18-09 or,
  - The *Send From Email Address* data from program 47-18-09.

1.The recipient's inbox only shows the *Name* portion of the *From* field. The *Reply To* portion is not included.

Email from Intercom Caller with Programmed Name

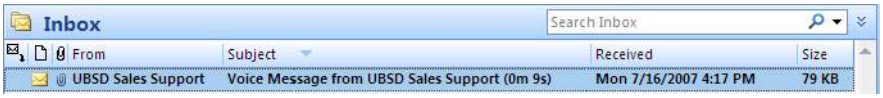
When a voice message is left from an extension with a programmed name, Outlook 2007 shows the following:

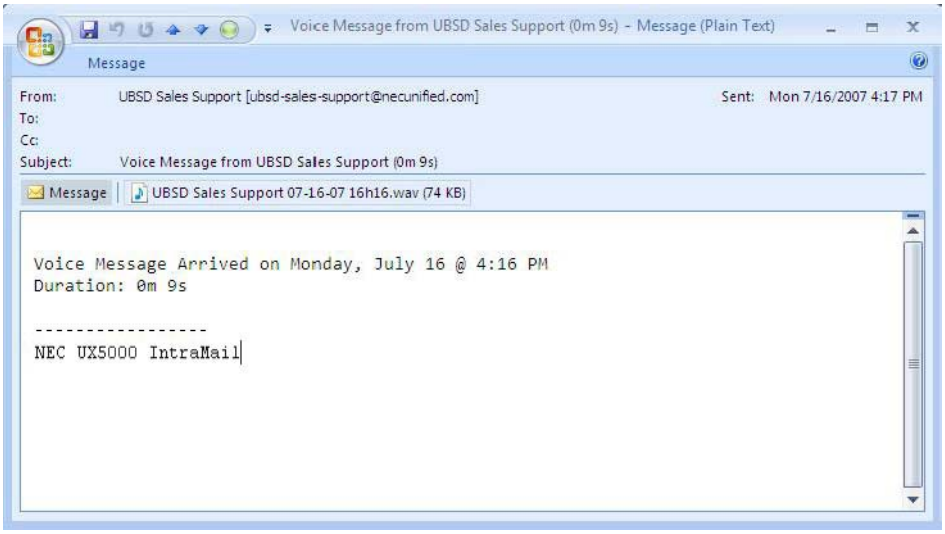
Inbox

- *From* - The programmed name for the extension that left the message.
- *Subject* - The text “Voice Message from” followed by the extension name, followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - The name programmed for the extension that left the message, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
  - *UBD Sales Support* is the name of the extension that left the message.
  - *07-16-07* is the date the message was left.
  - *16h16* is the time the attachment was created (e.g., 4:16 PM).
- *Body text* - Includes the date and time the voice message was received and the message length.




Voice Message from UBSD Sales Support (0m 9s) - Message (Plain Text)
Message
From: UBSD Sales Support [ubsd-sales-support@necunified.com]
Sent: Mon 7/16/2007 4:17 PM
To:
Cc:
Subject: Voice Message from UBSD Sales Support (0m 9s)
Message
UBSD Sales Support 07-16-07 16h16.wav (74 KB)
Voice Message Arrived on Monday, July 16 @ 4:16 PM
Duration: 0m 9s
NEC UX5000 IntraMail

Email from Intercom Caller without Extension Name

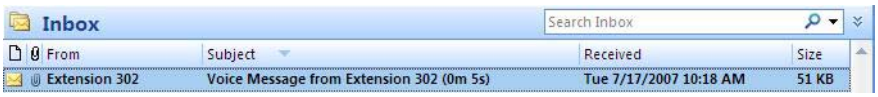
When a voice message is left from an extension without a programmed name, Email Notification substitutes the extension number for the name. In this example, Outlook 2007 shows the following:

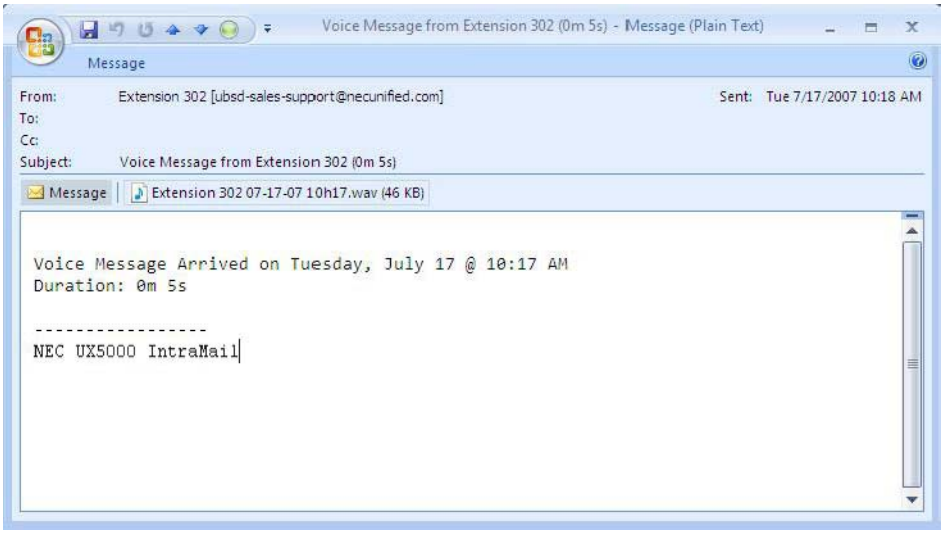
Inbox

- *From* - The number of the extension that left the message.
- *Subject* - The text “Voice Message from” followed by the extension number, followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - The number of the extension that left the message, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
  - *Extension 302* is the number of the extension that left the message.
  - *07-17-07* is the date the message was left.
  - *10h17* is the time the attachment was created (e.g., 10:17 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.




Voice Message from Extension 302 (0m 5s) - Message (Plain Text)
Message
From: Extension 302 [ubsd-sales-support@necunified.com]
Sent: Tue 7/17/2007 10:18 AM
To:
Cc:
Subject: Voice Message from Extension 302 (0m 5s)
Message
Extension 302 07-17-07 10h17.wav (46 KB)
Voice Message Arrived on Tuesday, July 17 @ 10:17 AM
Duration: 0m 5s
NEC UX5000 IntraMail

Email from Outside Caller with Caller ID

When a voice message is left by an outside caller and Caller ID was provided, Outlook 2007 shows the following:

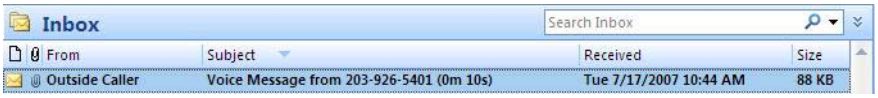
Inbox

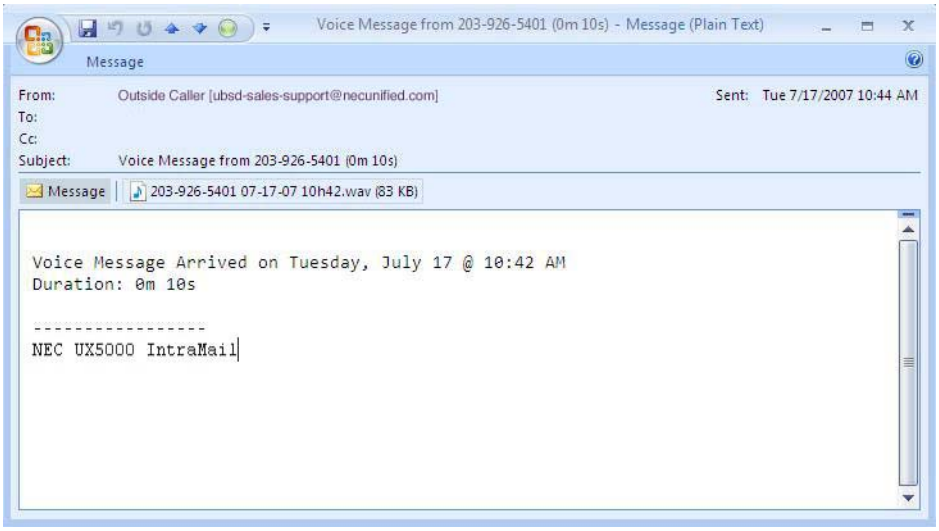
- *From* - Shows that the message is from an outside caller.
- *Subject* - The text “Voice Message from” followed by the caller’s number (provided by Caller ID), followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - Shows that the message is from an outside caller, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
  - *203-926-5401* is the caller’s number (provided by Caller ID).
  - *07-17-07* is the date the message was left.
  - *10h42* is the time the attachment was created (e.g., 10:42 AM).

Body text - Includes the date and time the voice message was received and the message length.




Voice Message from 203-926-5401 (0m 10s) - Message (Plain Text)
Message
From: Outside Caller [ubsd-sales-support@necunified.com]
Sent: Tue 7/17/2007 10:44 AM
To:
Cc:
Subject: Voice Message from 203-926-5401 (0m 10s)
Message
203-926-5401 07-17-07 10h42.wav (83 KB)
Voice Message Arrived on Tuesday, July 17 @ 10:42 AM
Duration: 0m 10s
NEC UX5000 IntraMail

Email from Outside Caller without Caller ID

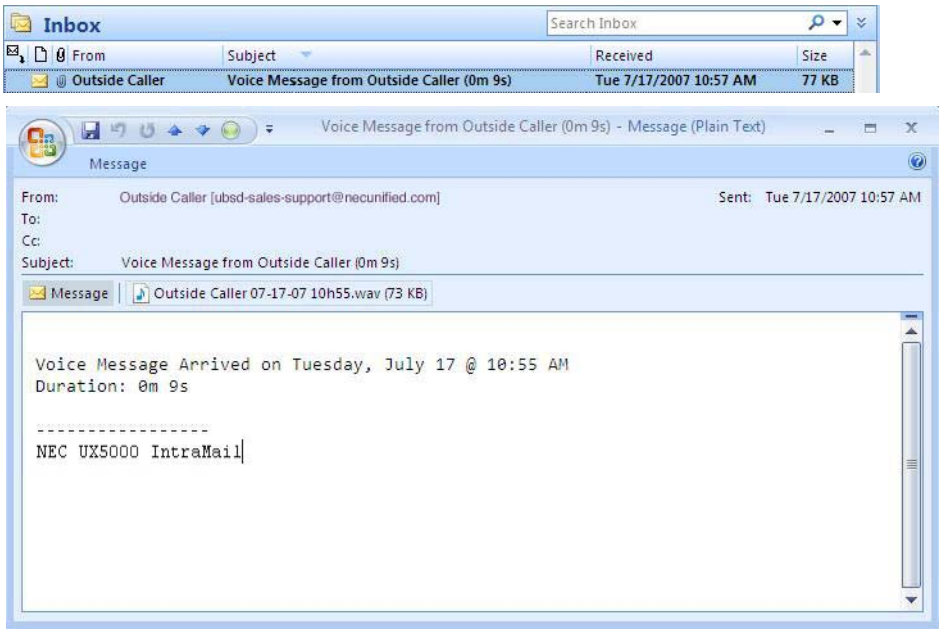
When a voice message is left by an outside caller and Caller ID was not provided, Email Notification substitutes “Outside Caller” for the number. Outlook 2007 shows the following:

Inbox

- *From* - Shows that the message is from an outside caller.
- *Subject* - The text “Voice Message from” followed by “Outside Caller”, followed by the message duration.
- *Received* - The date and time the message was received.
- *Size* - The message size, which includes the size of the wav file attachment.

Message Body

- *From* - Shows that the message is from an outside caller, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent from the installation site’s SMTP email server.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
  - *Outside Caller* (since there is no Caller ID number).
  - *07-17-07* is the date the message was left.
  - *10h55* is the time the attachment was created (e.g., 10:55 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.



POP3 Login

InMail Email Notification supports POP3 Login. The logic of this method is that it allows a user to send e-mail from any location, as long as they can

demonstrably also fetch their mail from the same place. Check with your email provider to see if this type of login is required

Related Features

None

Programming

Some Common SMTP Settings

Common Email Notification SMTP Server Settings[1]						
Provider	**Server Name and Account (47-18-02, 08)**	**SMTP Port (47-18-03)**	**Encryption (47-18-04)**	**Authentication (47-18-05, 06, 07))**	**Updated[1]**	**Comments**
Yahoo	smtp.mail.yahoo.com	465	Yes	Yes	6/28/07	Requires POP Yahoo! Mail Plus
GMail	smtp.gmail.com	465	Yes	Yes	6/28/07	-
Optimum Online	mail.optonline.net	587	Yes	Yes	6/28/07	-
AOL	smtp.aol.com	587	Yes	Yes	6/28/07	-
[1] Always check with your provider for the latest settings.						

Setting Up the System SMTP Options

1. Enable SMTP Email Delivery System Wide.

1. ***47-18-01: ENABLE SMTP***

   Enter **1** to enable SMTP email delivery system-wide.

   ✓ By default, SMTP email delivery is disabled (0).

2. ***47-18-08: SMTP EMAIL ADDRESS***

   Specify the email account that the SMTP server will use to process email sent from the SV8100 (e.g., yourname@emailserver.com).

   ✓ By default, there is no entry for this option.

2. Specify the site's SMTP server name and port.

1. ***90-11-11: DNS PRIMARY ADDRESS***

   Enter the IP address of primary Domain Name Server (DNS).

   - The DNS (or name server) is the computer connected to the internet that converts a domain name (such as necSV8100.com) to a specific IP address for routing on the internet. If you want to use a domain name to identify your SMTP server in the following option, you must make an entry for this option. The entry is the IP address of your name server.

   ✓ By default, there is no entry for this option.

2. ***90-11-12: DNS SECONDARY ADDRESS***

   Enter the IP address of secondary Domain Name Server (if any).

   ✓ By default, there is no entry for this option.

3. ***47-18-02: SMTP SERVER NAME***

   Enter the name of the SMTP server that will handle email delivery for the installation site. The SMTP server name is typically similar to *smtp.emailserver.com*.

   - If you didn't make a name server entry in the previous entry, you must enter your SMTP server's IP address in this option (not its name).

   ✓ By default, there is no entry for this option.

4. ***47-18-03: SMTP PORT NUMBER***

   Enter the port (logical connection) the installation site's email server uses for SMTP. See *Some Common SMTP Settings* above for some typical examples.

   ✓ By default, SMTP uses port 25.

3. Does the site's SMTP email server require encryption?

1. If yes:

   47-18-04: SMTP ENCRYPTION

   Enter **1.**

   - The system negotiates "behind the scenes" to determine if encryption should be TLS or SSL, and then adjusts accordingly.

   ✓ By default, this option is disabled (0).

2. If no:

47-18-04: SMTP ENCRYPTION

Enter **0.**

- If encryption is disabled, all messaging is in plain text.

✓ By default, this option is disabled (0).

4. Does the site's SMTP email server require account authentication?

1. If yes:

47-18-05: SMTP AUTHENTICATION

To enable SMTP Authentication, enter **1**.

To enable POP3 Authentication, enter **2**. For more, turn to ***SETTING UP POP3 LOGIN***

✓ By default, this option is disabled (0).

47-18-06: SMTP USERNAME

Enter the user name of the account on the SMTP server that will process the email *sent from the SV8100*. For example, if the subscriber's email address is *yourname@emailserver.com*, the User Name entry would be *yourname*. Email Notification delivers all outbound email to this account.

✓ By default, there is no entry for this option.

47-18-07: SMTP PASSWORD

Enter the password for the account specified in the previous option. When SMTP authentication is enabled, this password is required to log onto the email account.

✓ By default, there is no entry for this option.

2. If no:

47-18-05: SMTP AUTHENTICATION

Enter **0**.

✓ By default, this option is disabled (0).

5. Enter the email reply data (i.e., the email account to which replies should be sent).

1. ***47-18-09: SMTP REPLY-TO ADDRESS***

Enter the email reply name.

- ***This is a required entry.***
- Typically, this is the email account that handles inquiries and administration for the installation site.

✓ By default, there is no entry for this option.

Setting Up POP3 Login

1. Does the site's SMTP email server require POP3 Login?

1. If yes:

47-18-05: SMTP AUTHENTICATION

To enable POP3 Authentication, enter **2**.

✓ By default, this option is disabled (0).

47-19-01: POP3 SERVER NAME

Enter the name of the POP3 server that will handle email delivery for the installation site. The POP3 server name is typically similar to *pop.emailserver.com*.

- If you didn't make an entry in the 90-11-11 and 90-11-12 Domain Name options, this entry must be the IP address of the POP3 server since there is no way to resolve a name.

✓ By default, there is no entry for this option.

47-19-02: POP3 PORT NUMBER

Specify the port (logical connection) the installation site's email server uses for POP3. Normally, this is port 110.

✓ By default, this option is 110.

47-19-03: POP3 ENCRYPTION METHOD

Enable or disable POP3 SSL encryption for the site's email server. The option you choose depends on the requirements of the POP3 email server.

✓ By default, this option is disabled (0).

47-19-04: POP3 USERNAME

Enter the POP3 account's user name. If the subscriber's email address is *yourname@emailserver.com*, the username would normally be *yourname*.

✓ By default, there is no entry for this option.

47-19-05: POP3 PASSWORD

Enter the password for the account specified in the previous option. When authentication is enabled, this password is required to log onto the email account.

✓ By default, there is no entry for this option.

2. If no:

47-18-05: SMTP AUTHENTICATION

To disable POP3 Authentication, enter either **0** (Authentication disabled) or **1** (SMTP Authentication enabled).

✓ By default, this option is disabled (0).

Setting Up the Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in the Subscriber Mailbox?

1. If yes:

47-02-20: ENABLE EMAIL

Enter **1** (Yes).

- The subscriber can also do this from their Mailbox Options Menu.

✓ By default, this option is disabled (0).

47-02-21: EMAIL ADDRESS

Specify the email address to which the notification for this Subscriber Mailbox should be delivered.

- If the voice message should be included in the email as a wav file attachment, in ***47-02-22: MESSAGE AS ATTACHMENT*** enter **1** (Yes). If not, enter **0** (No).

✓ By default, there is no entry for this option.

2. If no:

47-02-20: ENABLE EMAIL

Enter **0** (No).

- The subscriber can also do this from their Mailbox Options Menu.

✓ By default, this option is disabled (0).

Setting Up the Group Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in a Group Subscriber Mailbox?

1. If yes:

47-06-18: ENABLE EMAIL

Enter **1** (Yes).

- The subscriber can also do this from their Mailbox Options Menu.

✓ By default, this option is disabled (0).

47-06-19: EMAIL ADDRESS

Specify the email address to which the notification should be delivered.

- If the voice message should be included in the email as a wav file attachment, in ***47-06-20: MESSAGE AS ATTACHMENT*** enter **1** (Yes). If not, enter **0** (No).

✓ By default, there is no entry for this option.

2. If no:

47-06-18: ENABLE EMAIL

Enter **0** (No).

- The subscriber can also do this from their Mailbox Options Menu.

✓ By default, this option is disabled (0).

Operation

Turn Email Notification On or Off			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To turn email notification on or off:			
1.	Log onto Subscriber Mailbox.		
2.	**[Mbox Options]** **[Optns]**		Select Mailbox Options. • Alternately dial **OP** (67).
3.	**[Notification]** **[Notfy]**		Select Notification. • Alternately dial **N** (6).
4.	**[Email]** **[Email]**		Select Email. • Alternately dial **E** (6).
5.	Do one of the following.		
	a.	**[On]** **[On]**	Select to turn email notification on. • Alternately dial **O** (6)
	b.	**[Off]** **[Off]**	Select to turn email notification off. • Alternately dial **O** (6)
	c.	**[Back]** **[Backl]**	Select to exit without making any changes. • Alternately dial #.

Erasing All Messages

Description

The System Administrator can delete all messages in a Subscriber Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the InMail recording capacity from being reached (which would disable many of the InMail messaging features).

Related Features

Message Delete

A Subscriber Mailbox user can delete any message left in their mailbox.

System Administrator

Only the System Administrator can delete messages in a coworker's mailbox.

Programming

No additional programming required.

Operation

Erasing All Messages System-Wide				
Log On to System Administrator's mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			EA (32)	Erase all Subscriber Mailbox messages. [Msgs]
			#	Go back to System Administrator options. [Exit]
0	Plays Help message.			

Exiting a Mailbox

Description

A Subscriber Mailbox user can exit their mailbox by dialing a code, pressing a soft key or by hanging up. After exiting, the subscriber can use their extension for normal call processing.

Related Features

Not applicable

Programming

No additional programming required.

Operation

Exiting a Mailbox	
To exit your mailbox:	
Log On to Subscriber Mailbox.	
XX (99)	Exit your mailbox. [Exit] + [Exit]
To exit and immediately return to your mailbox:	
Log On to Subscriber Mailbox.	
X# (9#)	Exit and return to your mailbox. [Exit] + [Return]
0	Plays Help message

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External Transfer

Description

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. To set this up, assign a Dial Action Table action as a UTRF to a Common Abbreviated Dialing bin (e.g., 813000 + Pause for common bin 000). When the Automated Attendant answers, the caller dials the digit and InMail automatically routes them to the outside number contained in the bin. External Transfer allows your callers to easily reach branch offices and important off-site associates.

Related Features

Dial Action Table

External Transfer uses the active Dial Action Table to route an Automated Attendant caller to an outside telephone number.

Programming

1. Assign a Dial Action Table to each active Call Routing Mailbox.

➲ **47-08-01 Dial Action Table (Dial Action Table)**

The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.

. *The default Call Routing Mailboxes (1~8) use Dial Action Table 1.*

2. For an available key, set up a UTRF Dial Action Table option for External Transfer.

➲ **47-13-01 Dial Action Table Actions: UTRF Action - Unscreened Transfer (2) (UTRF)**

The corresponding Number option should be 813 followed by the Common Abbreviated Dialing bin, followed by two pauses (each pause entered by pressing **LK4**).

- Add additional pauses if the entire common bin does not dial out.

For example, to have External Transfer dial common bin 000, enter **813000 LK4 LK4**.

. *This ability is not assigned by default.*

3. Program the Common Abbreviated Dialing bin for External Transfer.

➲ **13-04-01 Abbreviated Dialing Number and Name or Service Code 813**

The bin should contain just the outside telephone number you want External Transfer to dial.

Refer to the *SV8100 Programming Manual* for more.

. *No common Abbreviated Dialing numbers are stored by default.*

4. Enable Loop Supervision for the trunks you are going to use for External Transfer.

➲ **14-01-13 Basic Trunk Data Setup - Loop Supervision**

Enter 1 to enable Trunk to Trunk Transfer for each trunk to be used for External Transfer.

. *By default, this option is enabled for all trunks.*

5. Enable Trunk-to-Trunk Transfer for all InMail extensions.

➲ **20-11-14 Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer**

For each InMail extension to be used for External Transfer, enter 0 to enable Trunk-to-Trunk Transfer. (Entering 1 disables Trunk-to-Trunk Transfer).

. *By default, Trunk-to-Trunk Transfer is enabled (0) for all InMail extensions.*

➲ **20-06-01 Class of Service for Extensions**

Assign Class of Service to extensions (1~15).

Operation

Operation is automatic once set up in programming.

Fax Detection

Description

The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. With Fax Detection enabled, after the Automated Attendant answers a call it listens for incoming fax CNG tone. If it detects the tone, it does an unscreened transfer of the call to the specified company fax machine. The incoming fax then prints out on the company fax machine. If you disable Fax Detection, the Automated Attendant does not detect and route incoming fax calls.

Related Features

None

Programming

1. Enable Fax Detection for the active Call Routing Mailbox.

➲ **47-08-04 Fax Detection**

Enter **1** (Yes) to enable Fax Detection for the Call Routing Mailbox.

. *By default, this option is **0** (No).*

2. Specify the extension to which InMail should send a fax call when the Automated Attendant detects fax CNG tone.

➲ **47-08-05 Fax Extension (Fax Extension)**

Normally, this is the extension number of the analog port to which the fax machine is connected.

. *By default, this option is undefined (entered by pressing Hold).*

Operation

Not applicable

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Find Me Follow Me

Description

Find-Me Follow-Me helps an Automated Attendant caller locate an extension user who is not at their desk. If their call is unanswered and is picked up by voice mail, the caller has the option of dialing a digit to try up to three alternate Find-Me Follow-Me destinations. A destination can be an outside number (such as a cell phone or home office) or a co-worker's extension.

The Find-Me Follow-Me destinations are set up in the Find-Me Follow-Me schedule. Each of the three schedule entries can be individually enabled or disabled and provides options for Start Hour, End Hour, and destination number. If the caller chooses the Find-Me Follow-Me option, the system will try each enabled entry that is active for the current time (i.e., in-schedule). The system will not try any entries that are disabled or are not in-schedule.

When trying the destinations, Find-Me Follow-Me skips an active, in-schedule number that is busy, in DND, or is unanswered. When all active in-schedule destinations have been tried the caller can then choose to try Find-Me Follow-Me again or select another option.

You can set up Find-Me Follow-Me for an extension in system programming. In addition, an extension user can set up Find-Me Follow-Me from their Mailbox Options.

Service Conditions

- Main Software is version 4.00 or greater is required to support this feature.
- The features requires the SV8100 R4 Enhancment license (0033).
- The InMail language prompts installed on the CF must be version 2.10 or greater. The VM8000 InMail Utility is used to update the installed language prompts.
- Find Me Follow Me settings can be changed using the Telephone Mailbox Option Interface only.
- Find Me Follow Me can be used for standard subscriber mailboxes and Group Mailboxes set to subscriber in PRG 47-03-03.
- Find-Me Follow-Me requires that Tandem Trunking be enabled on the line that rings into the Automated Attendant. If Tandem Trunking is not enabled, the Find-Me Follow-Me options are not available.

Related Features

Automated Attendant

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Routing Mailbox

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Park and Page/Auto Attendant Direct to Voice Mail

Defines the park and page and auto attendant do not disturb settings.

Programming

1. Determine which Answer Table answers each trunk.

➲ **47-10-01 Answer Table Assignment (Answer Table)**

For each trunk, enter the number of the Answer Table that handles that trunk's Automated Attendant calls. See Answer Tables on page 2-45.

. *By default, all trunks use Answer Table 1.*

➲ **14-01-13: Basic Trunk Data Setup - Trunk-to-Trunk Transfer**

Use this option to enable or disable loop supervision for the trunk. For each trunk that should be able to participate in a tandem call, enter 1.

➲ **20-11-14: Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer**

Use this option to turn off or on the Trunk-to-Trunk Transfer Restriction option. If enabled, trunk-to-trunk transfer is not possible.

➲ **20-11-21: Class of Service Options (Hold/Transfer Service) - Restriction for Tandem Trunking on Hang Up**

Use this option to allow or deny an extension user's ability to set up a tandem/conference call automatically when they hang up.

- **47-02-24: IntraMail Station Mailbox Options - All Find-Me Follow-Me Enabled**

- **47-06-22: Group Subscriber Mailbox Options - All Find-Me Follow-Me Enabled**

  Use these option to enable or disable Find-Me Follow-Me for the extension. If disabled, enabling the individual notification entries has no effect.

- **47-21-01: Station Mailbox Find-Me Follow-Me Options - Find-Me Follow-Me**

- **47-23-01: Group Mailbox Find-Me Follow-Me Options - Find-Me Follow-Me**

  For the selected entry (1-3), use this option to enable or disable Find-Me Follow-Me. If enabled, Find-Me Follow-Me will occur according to the settings for Start Hour, End Hour, and Find-Me Follow-Me Phone Number. If disabled, Find-Me Follow-Me will not occur.

  There are three separately-programmed Find-Me Follow-Me entries for each Subscriber Mailbox.

- **47-21-02: Station Mailbox Find-Me Follow-Me Options - Find-Me Follow-Me Begin Hour**

- **47-23-02: Group Mailbox Find-Me Follow-Me Options - Find-Me Follow-Me Begin Hour**

  For the selected entry (1-3), use this option to set the hour when Find-Me Follow-Me will start. Find-Me Follow-Me will occur only between this setting and the End Hour setting. This entry is in 24-hour mode. For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour Find-Me Follow-Me, make the Start Hour the same as the End Hour.

  There are three separately-programmed Find-Me Follow-Me entries for each Subscriber Mailbox.

- **47-21-03: Station Mailbox Find-Me Follow-Me Options - Find-Me Follow-Me End Hour**

- **47-23-03: Group Mailbox Find-Me Follow-Me Options - Find-Me Follow-Me End Hour**

  For the selected entry (1-3), use this option to set the hour when Find-Me Follow-Me will end. Find-Me Follow-Me will occur only between this the Start Hour and this setting. This entry is in 24-hour mode. For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour Find-Me Follow-Me, make the Start Hour the same as the End Hour.

  There are three separately-programmed Find-Me Follow-Me entries for each Subscriber Mailbox.

- **47-20-05: Station Mailbox Find-Me Follow-Me Options - Find-me Follow-me Number**

- **47-22-05: Group Mailbox Find-Me Follow-Me Options - Find-me Follow-me Number**

  For the selected entry (1-3), use this option to set the telephone number (16 digits maximum) Find Me Follow Me will dial. Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required),

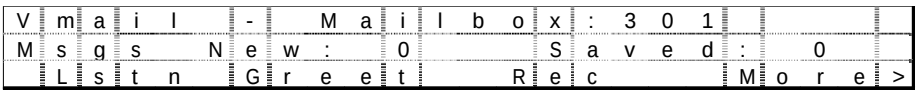
but do not include a line access code (such as 9). If the number you enter is extension number, it will be an Intercom call. Otherwise, it will be an outside call. (The system decides by referring its numbering plan.)

There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.

Operation

1. Access the Find-Me Follow-Me Setting menu.

Log onto Subscriber Mailbox.

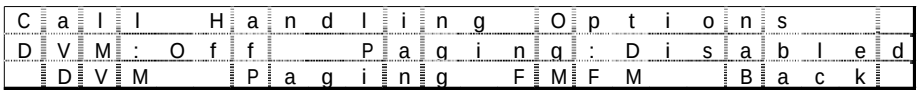


↓ Dial OP(67) / Press "More >" → "Optns"

Mailbox Options menu.

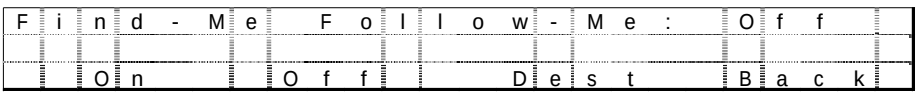
↓ Dial CO(26) / Press "CallH"

Call Handling Options menu.

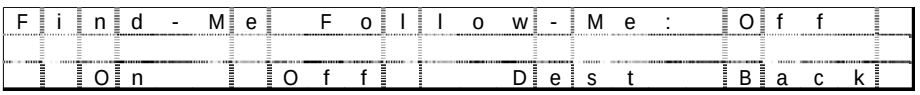


↓ Dial 1 / Press "FMFM"

Find-Me Follow-Me Setting menu.



2. All Find-Me Follow-Me Setting menu



↓ Dial O(6) / Press "On" ↑ Dial O(6) / Press "Off"

2.1 Soft key Operation (3-Line Phone/Super Display Phone)

On/On Turn All Find-Me Follow-Me on.

Off/Off Turn All Find-Me Follow-Me off.

Dest/Destinations Proceed to FMFM Destination Selection menu.

Back/Back Go back to Call Handling Options menu.

2.2 Key Operation

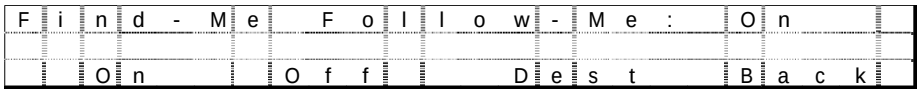
Key 3 Proceed to Find-Me Follow-Me Selection menu.

Key 6 Toggle All Find-Me Follow-Me on/off.

Key 9 Exit from mailbox.

Key # Go back to Call Handling Options menu.

3. Find-Me Follow-Me Destination Selection



3.1 Soft key Operation (3-Line Phone/Super Display Phone)

Dest1 Proceed to Find-Me Follow-Me Destination 1 menu.

Dest2 Proceed to Find-Me Follow-Me Destination 2 menu.

Dest3 Proceed to Find-Me Follow-Me Destination 3 menu.

Back Go back to All Find-Me Follow-Me Setting menu.

3.2 Key Operation

Key 1 Proceed to Phone Notification Destination 1 menu.

Key 2 Proceed to Phone Notification Destination 2 menu.

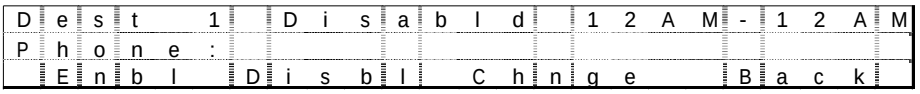
Key 3 Proceed to Phone Notification Destination 3 menu.

Key 9 Exit from mailbox.

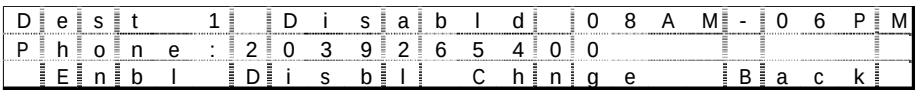
Key # Go back to All Find-Me Follow-Me Setting menu.

4. Main Find-Me Follow-Me menu

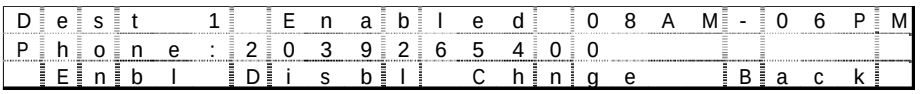
IntraMail plays a summary of your Find-Me Follow-Me settings.



If phone number already exists



↓ Dial E(3) / Press "Enbl" ↑ Dial D(3) / Press "Disbl"



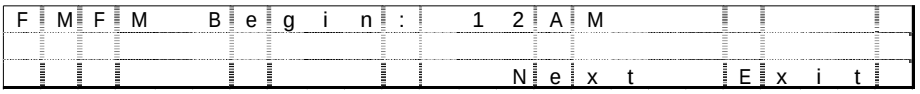
4.1 Soft key Operation (3-Line Phone/Super Display Phone)

Enbl	Turn destination[x] Find-Me Follow-Me on.
Disbl	Turn destination[x] Find-Me Follow-Me off.
Chnge	Go to destination[x] Find-Me Follow-Me setting menus.
Back	Go back to FMFM Destination Selection menu.

4.2 4.2 Key Operation

Key 2	Go to destination[x] Find-Me Follow-Me setting menus.
Key 6	Toggle destination[x] Find-Me Follow-Me on/off.
Key #	Go back to FMFM Destination Selection menu.

5. Find-Me Follow-Me Programming (Begin Hour)



5.1 Soft key Operation (3-Line Phone/Super Display Phone)

Next	Keep current setting and proceed to End Hour menu.
Exit	Keep current setting and return to main FMFM menu.

5.2 Key Operation

Key 0-9	Set Begin Hour.
Key *	Keep current setting and proceed to End Hour menu.
Key #	Keep current setting and return to main FMFM menu.

6. Message Notification Programming (End Hour)

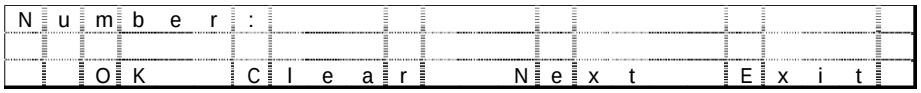
6.1 Soft key Operation (3-Line Phone/Super Display Phone)

Next	Keep current setting and proceed to Number menu.
Exit	Keep current setting and return to main FMFM menu.

6.2 Key Operation

Key 0-9	Set End Hour.
Key *	Keep current setting and proceed to Number menu.
Key #	Keep current setting and return to main FMFM menu.

7. Message Notification Programming (Number)



7.1 Soft key Operation (3-Line Phone/Super Display Phone)

OK	Accept digits entered and proceed to main FMFM menu.
Clear	Clear any digits entered.
Next	Keep current setting and proceed to main FMFM menu.
Exit	Keep current setting and return to main FMFM menu.

7.2 Key Operation

Key 0-9	Set Number.
Key *	Keep current setting and proceed to main FMFM menu.
Key #	Keep current setting

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Flexible Answering Schedules

Description

The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. For example, a company can set up separate schedules for weekdays, evenings, weekends, and specific holidays. Each schedule can play a different announcement to callers, as well as provide them with unique dialing options. Once set up in programming, the schedule operation is automatic.

The Flexible Answering Schedules are determined by the set up of the InMail Answer Tables. See Answer Tables on page 2-45 for more.

Related Features

Answer Tables
Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant
The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Routing Mailbox
The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table
Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Programming

1. Determine which Answer Table answers each trunk.

➲ **47-10-01 Answer Table Assignment (Answer Table)**

For each trunk, enter the number of the Answer Table that handles that trunk's Automated Attendant calls. See Answer Tables on page 2-45.

. *By default, all trunks use Answer Table 1.*

Operation

Not applicable

Flexible Call Routing

Description

The Automated Attendant provides outside callers with a wide variety of dialing (routing) options, such as customized announcements. Use Flexible Call Routing to eliminate or minimize the need for an operator or receptionist to handle outside calls.

There are 3 components to Flexible Call Routing.

- Answer Tables

  Determines how the Automated Attendant answers outside calls on each trunk according to the time of day and day of the week.

- Routing Mailbox

  The mailbox associated with an *Answer Table* that specifies which dialing options (*Dial Action Table*) and announcement are available to Automated Attendant callers.

- Dial Action Table

  Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answer Table*, which in turn provides those dialing options to Automated Attendant callers.

Related Features

Answer Tables
Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant
The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Routing Mailbox
The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcement are available to Automated Attendant callers.

Dial Action Table
Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Programming

Refer to Automated Attendant on page 2-63 for more on how to set up your Flexible Answering Schedules.

Operation

Not applicable

Flexible Mailbox Numbering Plan

Description

Flexible Mailbox Numbering Plan allows you to customize site extension numbers and be assured that InMail adapts to the new configuration. When you change a port extension number, you can change the number of the mailbox assigned to that port to match. There is no need to reprogram — all of the options remain intact.

Related Features

Dial Action Table

Be sure the Dial Action Table actions accommodate the revised telephone system numbering.

Programming

Flexible Numbering Plan Example

1. Optionally change the number of digits in extension numbers.

➲ **11-01-01 System Numbering**

Optionally change the number of digits required to reach each range of extensions.

- *By default, 3-digit extension numbers are 100~199, 200~299, 300~399, 400~499.*
- *By default, 4-digit extension numbers are 5000~5099.*

2. Change the extension number associated with a port.

➲ **11-02-01 Extension Numbering**

Assign extension numbers to extension ports. The telephone programming identity follows the port number, not the extension number.

- *By default, extension-to-port assignments are consecutive starting with 200 (e.g., port 1=extensin 200, port 2=extension 201, etc.).*

3. Change the mailbox number to match the new extension number.

➲ **47-02-02 Mailbox Number (Mailbox Number)**

Change the mailbox number to match the number of the new extension.

- *By default, mailbox numbers are consecutively assigned for the first eight mailboxes (mailbox 1=mailbox number 200, mailbox 2=mailbox number 201.)*

4. Modify the Dial Action Tables to accommodate the new numbering.

   . *Refer to TRF Action - Screened Transfer (1) (TRF) on page 3-443.*

   Optionally modify the active Dial Action Table actions for the new extension numbers.

   For example, to allow Automated Attendant callers to dial extension 5000, for digit 5:

   - Change the Action to UTRF (2) or TRF (1).
   - Change the *Data* to XXXX.

   . *By default (in the above example), the digit 5 is undefined.*

2-Digit Extension Numbering Example

InMail Does Not Support 2-Digit Extension Numbers 10-16
When setting up 2-digit extension numbering in a SV8100 with InMail, do not use extensions 10~32. Although you can set up this application in 11-01-01 System Numbering and 11-02-01 Extension Numbering, Subscriber Mailboxes assigned in 47-02-02 Mailbox Number do not function. This is because mailboxes 1~32 are reserved for Routing Mailboxes and cannot be reassigned.

The following example assigns a 2-digit extension number (26) to station port 6 and enables the Subscriber Mailbox for extension 26. It also changes the * and # digits in the active Dial Action Table to allow Quick Message and Remote Logon to the new 2-digit extension.

1. Enable 2-digit extension numbers 20~29.

   ➲ **11-01-01 System Numbering**

   In 11-01-01 Digit for the digit 2x, enter 2.

   In 11-01-01 Type for the digit 2x, enter 2.

   . *By default, the digit 1 is set up as a 3-digit extension number (100~199).*

2. Change the extension number for port 6 to 26.

   ➲ **11-02-01 Extension Numbering**

   For extension port 6, enter 26.

   . *By default, extension port 6 is assigned to extension 106.*

3. Change the mailbox number to match the new extension number.

   ➲ **47-02-02 Mailbox Number (Mailbox Number)**

   For mailbox 6, assign mailbox number 26.

   . *By default, mailbox 6 is assigned to mailbox number 106.*

4. Modify the Dial Action Tables to accommodate the new numbering.

   . *Refer to TRF Action - Screened Transfer (1) (TRF) on page 3-443.*

   Make key 1 (digit 1) *Action* = UTRF (2) and *Data* = XX.

   Make key 11 (*) *Action* = REC1 (3) and *Data* = XX.

   Make key 12 (#) *Action* = LOGON (5) and *Data* = IXX.

   . *By default:*
   Key 1 is UTRF to XXX.
   Key 11 is REC1 to IXXX.
   Key 12 is LOGON to IXXX.

Operation

Not applicable

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Forced Unscreened Transfer

Description

A Subscriber can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers by enabling this option in the Mailbox user interface.

- Calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming) as the call is ringing.
- As with Screened Transfers, unanswered calls route to the subscriber's greeting (recorded or default) so the caller can leave a message. However, with Unscreened Transfer the caller cannot dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Related Features

Dial Action Table

If enabled in the Subscriber Mailbox, InMail automatically converts any Screened Transfers (TRFs) to the subscriber's extension to Unscreened Transfers (UTRFs).

Screened Transfer

After the Automated Attendant caller dials an extension, InMail calls (screens) the destination extension to see if the transfer can go through.

Unscreened Transfer

After an Automated Attendant caller dials an extension, InMail immediately transfers the call to the extension and hangs up.

Programming

1. Enable Forced Unscreened Transfer for the Subscriber Mailbox.

➲ **47-02-10 Forced Unscreened Transfer (Forced UTRF)**

Enter **1** (Yes) to enable this option to automatically convert Automated Attendant Screened Transfers to Unscreened Transfers.

. *By default, this option is disabled (**0**).*

Operation

Not applicable

Getting Recorded Help

Description

If a Subscriber Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the InMail voice prompts. Recorded Help provides the user with a built-in, interactive user's guide. To get recorded help, the user dials 0.

Related Features

None

Programming

No additional programming required.

Operation

Getting Recorded Help	
Log On to your mailbox	
0	Get recorded help. ● Recorded help is always available from the Main Menu. ● Recorded help may not be available at all levels.

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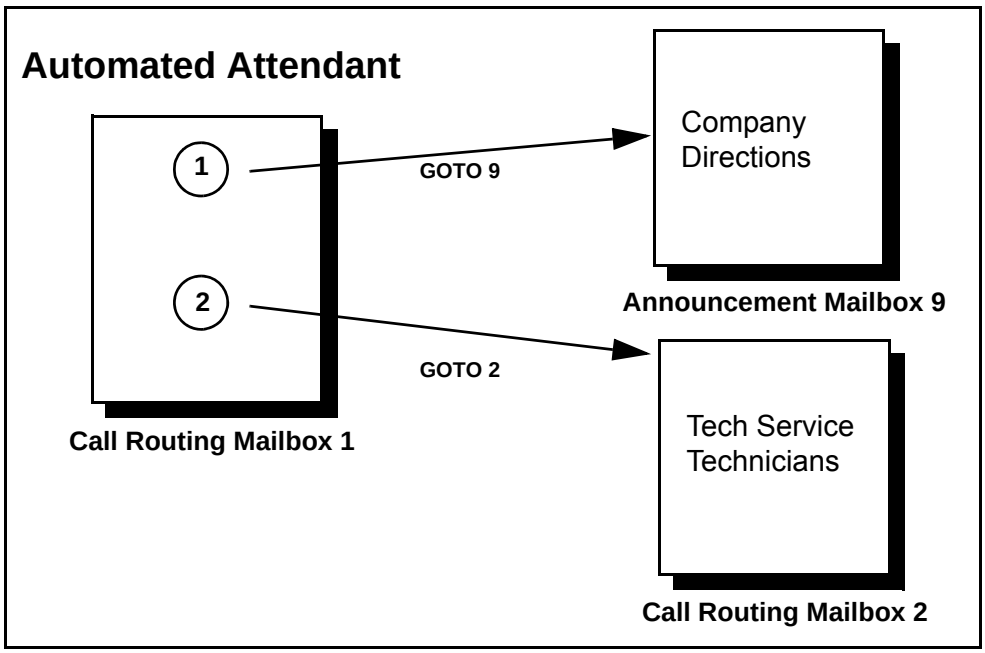
Go To A Mailbox

Description

An Automated Attendant caller can dial a digit to route to a Call Routing or Announcement Mailbox. This is called the Go To (GOTO) action. The GOTO action can route directly to a specific Call Routing or Announcement Mailbox, or allow the Automated Attendant caller to go to a mailbox of their own choosing. Use the GOTO action to set up a “tree” of Automated Attendant options.

The block diagram below shows how the Automated Attendant can provide the caller with a tree of dialing options. Dialing 1 (GOTO 9) routes to Announcement Mailbox 9, which plays the company directions. Dialing 2 (GOTO 2) routes to Call Routing Mailbox 2, which is set up to give the caller single-digit dialing to Tech Service technicians.

- The Announcement Message for Announcement Mailbox 9 tells the caller how to locate the company.
- The Instruction Menu for Call Routing Mailbox 2 instructs the caller which digits to dial for each technician. The Dial Action Table for Call Routing Mailbox 2 contains the TRF or UTRF actions to each technician’s extension.



The GOTO action can also log on to a Subscriber Mailbox, although the LOGON action is normally reserved for this function.

Related Features

Automated Attendant

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Dial Action Table

The GOTO action is a Dial Action Table option.

Instruction Menu

Be sure the Instruction Menu for the active Call Routing Mailbox describes how to use the GOTO action.

Programming

1. Assign a GOTO action to the active Dial Action Table.

➲ **47-13-01 Dial Action Table Actions: GOTO Action - Go to Mailbox (7) (GOTO)**

To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the mailbox number in the corresponding Number option.

- For example, to have key 1 go to Call Routing Mailbox 2, for key 1 enter GOTO for the Action and 2 for the corresponding Number.

To have InMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox to go to, enter XXX in the corresponding Number option. The key you choose must represent the first digit in the mailbox numbers.

- For example, to allow callers to go to mailboxes 1~16, for key 0 enter GOTO for the Action and XXX for the corresponding Number.

To log into any valid Call Routing or Subscriber Mailbox, enter IXXX in the corresponding Number option.

- For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the Action and IXXX for the corresponding Number.

. By default, there are no GOTO actions assigned.

Operation

Using the Automated Attendant GOTO Action
For the outside caller: After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Greeting

Description

A Subscriber Mailbox user can record a personalized greeting for his mailbox. After the greeting is recorded, callers hear a prerecorded personalized greeting rather than a default message.

The recorded message can include the following:

- Subscriber name
- Personal message (such as “Hello - I am on vacation this week”)
- Instructions on leaving a message or using other mailbox options
- Next Call Routing Mailbox options, if available

While listening to a mailbox greeting, a caller can dial ***** to immediately skip the message.

Remote Greetings
A Subscriber Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting.

Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber Mailboxes from outside the company. After logging on to their mailbox, the user can dial G to record a greeting.
- If an extension has a Direct Inward Line that is forwarded to voice mail, the caller can dial # and log on to their mailbox (instead of leaving a message). After they log on to their mailbox, the user can dial G to record a greeting. This option must be set up in the Next Call Routing Mailbox. To allow this ability, for example:
  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:
    # (to route to their Next Call Routing Mailbox), then
    # and their mailbox number to log on to their mailbox.
  - By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Multiple Greetings
In systems with Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make any one of the three active. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of revising the recording when they leave the office, they can activate the after work greeting instead.

If an active greeting is not recorded, a caller hears, "At the tone, you can leave your message for (extension number or name)."

Related Features

Auto Attendant Do Not Disturb

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone does not ring for calls from the Automated Attendant.

Dial Action Table

The active Dial Action Table must have a LOGON action assigned to a key to enable Remote Greeting.

Log On to Voice Mail

A Subscriber Mailbox user can record their greeting after remotely logging on to InMail.

Security Code

To prevent unauthorized tampering, the subscriber should enable a Security Code for their mailbox.

System Administrator

With Multiple Greetings, the System Administrator's Subscriber Maintenance EG (34) option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.

Programming

1. Set the maximum length of Subscribe Mailbox greetings.

47-01-03 Subscriber Message Length (Subs Msg Length)

Set the maximum length of Subscriber Mailbox greetings (1-4095 seconds).

This option also sets the maximum length of recorded messages for the following:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

. *By default, Subscriber Mailbox greetings are **120** seconds long maximum.*

2. Enable Remote Greeting by programming a LOGON action in the active Dial Action Table.

47-13 InMail Dial Action Tables

To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option.

- For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number.

To have InMail request Automated Attendant callers to select a Subscriber Mailbox to log on to, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, “Please enter your mailbox number.”

To have InMail require Automated Attendant callers to enter a Subscriber Mailbox to log on to (without playing an announcement), enter XXX in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to allow callers to log on to mailboxes 101~199, for key 3 enter LOGON for the Action and XXX for the corresponding Number.

To log into any valid Subscriber Mailbox, enter IXXX in the corresponding Number option.

- For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number.

. By default, key # Action = LOGON and Number = IXXX.

Operation

<table>
<tr><th colspan="7">Recording a Multiple Greeting and Setting Up Auto Attendant
Do Not Disturb</th></tr>
<tr><td colspan="7">Log On to Subscriber Mailbox.</td></tr>
<tr><td>G (4)</td><td colspan="6">Access the Mailbox Greeting options.
[Greet]
InMail does the following:
● Plays a summary of your current settings.
● Displays the status of your active Greeting (1-3).
[Greeting N: Recorded], or
[Greeting N: Not Rec]
● Shows the Auto Attendant Do Not Disturb status.
[Auto-attendant Dnd: Off], or
[Auto-attendant Dnd: On]
● Provides soft keys for each of the 3 greetings.
[Gr1]
[Gr2]
[Gr3]</td></tr>
<tr><td></td><td colspan="6">Select a Greeting (which also makes it active).</td></tr>
<tr><td></td><td></td><td colspan="5">(1)[Gr1]
(2)[Gr2]
(3)[Gr3]</td></tr>
<tr><td></td><td></td><td></td><td>L (5)</td><td colspan="3">Listen to the active greeting (if recorded).
[Lstn]</td></tr>
<tr><td></td><td></td><td></td><td>R (7)</td><td colspan="3">Record a new greeting (if not recorded), or rerecord the current greeting.
[Rec]</td></tr>
<tr><td></td><td></td><td></td><td></td><td colspan="3">Record at the tone, then press # when done.</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>*</td><td>Pause or restart recording.
[Resume]
[Pause]</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>E (3)</td><td>Erase the greeting.
[Cncl]</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>#</td><td>End the recording.
[Done]</td></tr>
<tr><td></td><td></td><td></td><td></td><td colspan="3">Erase the currently recorded greeting (if any).
[Erase]</td></tr>
<tr><td></td><td></td><td></td><td>#</td><td colspan="3">Go back to the Mailbox Greeting options.
[Exit]</td></tr>
</table>

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb (Continued)		
	Change Auto Attendant Do Not Disturb.	
	O (6)	Turn Auto Attendant Do Not Disturb off or on. [Auto-attendant Dnd: On] [Auto-attendant Dnd: Off]
	#	Go back to mailbox Main Menu. [Exit]
	0	Plays Help message.

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Group (Shared) Mailbox

Description

Department/Ring Group Mailbox

- Group (Shared) Mailbox

  A Group Mailbox is a Department Group Mailbox shared by a group of co-workers. It is normally a Subscriber Mailbox. If a caller leaves a message at any extension within the group that shares the mailbox, the system stores the message in the shared Group Mailbox. The voice mail key Message lamp at all keyset extensions in the group flashes to indicate that there is a new voice mail message waiting. Any extension user in the group can log onto their mailbox to hear and process the shared message. The message count on all keyset displays increments and decrements as group messages are received, listened to, or deleted.

  Any extension sharing a Group Mailbox can record and activate the Greeting. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.

  Group Mailboxes are helpful in both residential installations and larger business workgroups, since extensions share a common voice mailbox. Messages in the Group Mailbox can be listened to, forwarded, deleted, and otherwise processed by any member of the group.

  Group Mailbox uses Department/Ring Group programming. You can separately set up Department/Ring Group members to have the same Department/Ring Group Mailbox. Since the system provides 32 Department/Ring Groups, there are a total of 328 Ring Group Mailboxes available.

  The Department/Ring Group Mailbox can optionally be a Routing Mailbox. Refer to Understanding Group Mailbox Types on page 2-180.

- Mailbox for a Ring Group

  A Ring Group Mailbox can also be the mailbox for a “stand-alone” Ring Group in which the members do not share the mailbox, but have personal mailboxes instead. The following types of unanswered calls route to this type of Ring Group Mailbox:

  - Outside calls transferred to the Ring Group master number.
  - Automated Attendant transfers (UTRF or STRF) to the Ring Group master number.
  - Direct Inward Lines to the Ring Group master number.

UCD Group Mailbox

If a UCD Group is set to overflow to voice mail, an unanswered call into the group is picked up by the UCD Group Mailbox. The UCD Group Mailbox can be a Subscriber Mailbox (to allow the caller to leave a message) or a Routing Mailbox (to provide additional dialing options or an announcement). Refer to Understanding Group Mailbox Types.

Understanding Group Mailbox Types

- If the Group Mailbox is a Subscriber Mailbox (1):
  - The Group Mailbox has all the features of any other personal Subscriber Mailbox.
- If the Group Mailbox redirects to a Call Routing Mailbox (2):
  - A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: “Your call cannot go through. Goodbye.” InMail then hangs up.
  - An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.
  - If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear, “That mailbox does not exist.”
  - An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, “That mailbox does not exist.” They then return to the Auto-mated Attendant.
- If the Group Mailbox redirects to an Announcement Mailbox (2):
  - A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: “Your call cannot go through. Goodbye.” InMail then hangs up.
  - An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded announcement and can use all other Announcement Mailbox features.
  - If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear: “That mailbox does not exist.”
  - An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, “That mailbox does not exist.” They then return to the Automated Attendant.
- If the Group Mailbox redirects to a Directory Dialing Mailbox (2):
  - A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: “Your call cannot go through. Goodbye.” InMail then hangs up.
  - An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.
  - If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear: “That mailbox does not exist.”
  - An Automated Attendant caller attempting to leave a Quick Message or do a

Remote Logon at an extension assigned to the Group mailbox hears, “That mailbox does not exist.” They then return to the Automated Attendant.

Programming

1. Assign extensions to the Department Group.

➲ **11-07-01 Department Group Pilot Numbers**

Assigns pilot numbers for Department Group.

. *By default, this entry is 0 (no pilot number assigned).*

➲ **16-02-01 Department Group Assignment for Extensions**

Set up the Department Group called by the pilot number and the extension priority when a group is called.

. *By default, all extensions are assigned to Department Group 1.*

2. If co-workers should share this mailbox, enter Group as the mailbox type for each extension in the Department/Ring Group. This step should be skipped for a “stand-alone” Ring Group.

➲ **47-02-01 Mailbox Type**

Use this option to enable or disable the mailbox. An extension mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing **Message** initiates a remote logon and is asked to enter their mailbox number. A voice prompt then announces: “*That mailbox does not exist.”*

Options are: 0 (None), 1 (Personal), 2 (Group)

. *By default, station mailboxes 1~64 are set to Personal.*

3. For the Department/Ring Group Mailbox that corresponds to the extension’s Department/Ring Group, assign the mailbox type.

For a Subscriber Mailbox:

➲ **16-02-01 Department Group Assignment for Extensions**

Set up the Department Group called by the pilot number and the extension priority when a group is called.

. *By default, all extensions are assigned to Department Group 1.*

➲ **11-07 Department Group Master Numbers**

Check to see to which Department Group the extension belongs (1~32).

. *By default, Department Groups do not have master numbers assigned.*

47-03-02 Group Mailbox Number

The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming.

. *By default, Department Group Mailbox Numbers are not assigned.*

47-03-03 Group Mailbox Type

Enter 1 to assign the mailbox as a Subscriber Mailbox. Use this option to set the Group Mailbox type. There are two types of InMail mailboxes: Subscriber (1) and Routing (2).

. *By default, Group Mailboxes are set as Subscriber Mailboxes.*

For a Routing Mailbox:

47-02-01 Mailbox Type

Settings are: 0 (None), 1 (Personal), 2 (Group). Set to 2 (Group).

. *By default, station mailboxes 1~64 are set to Personal.*

16-02-01 Department Group Assignment for Extensions

Set up the Department Group called by the pilot number and the extension priority when a group is called.

. *By default, all extensions are assigned to Department Group 1.*

11-07-01 Department Group Master Numbers

Check to see to which Department Group the extension belongs (1~32).

. *By default, Department Groups do not have master numbers assigned.*

47-03-02 Group Mailbox Number

The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming.

. *By default, Department Group Mailbox Numbers are not assigned.*

47-03-03 Group Mailbox Type

Enter 1 to assign the mailbox as a Subscriber Mailbox. Use this option to set the Group Mailbox type. There are two types of InMail mailboxes: Subscriber (1) and Routing (2).

. *By default, Group Mailboxes are set as Subscriber Mailboxes.*

47-07 InMail Routing Mailbox Options

Set the type of Routing Mailbox and select the voice prompt language.

. *By default, all Routing Mailboxes are Call Routing Mailboxes and use UK English for the voice prompt language.*

➲ **47-08 Call Routing Mailbox Options**

➲ **47-09 Announcement Mailbox Options**

4. Set up the Subscriber Mailbox options for the Department Group Mailbox.

For Auto Attendant Direct to Voice Mail:

➲ **47-06-07 Auto Attendant Direct to Voice Mail**

Enable (Yes) or disable (No) Auto Attendant Direct to Voice Mail for the Group Mailbox.

. *By default, this option is disabled.*

➲ **47-06-03 Auto Erase or Save**

Set the auto save option for new messages (1 = Auto Save, 2 = Auto Erase).

. *By default, this option is set to 1 (Auto Save).*

➲ **47-06-09 Auto Time Stamp**

Enable (Yes) or disable (No) Auto Time Stamp for the Group Mailbox.

. *By default, this option is disabled.*

➲ **47-06-05 Recording Conversation Beep**

Enable (Yes) or disable (No) the Conversation Recording Beep for the Group Mailbox.

. *By default, this option is enabled.*

➲ **47-06-13 Directory List Number**

Specify the Directory List number (1~8, 0 = No lists, Q = All lists) to which the Group Mailbox belongs.

. *By default, this option is 0 (No lists).*

➲ **47-06-08 Forced Unscreened Transfer**

Enable (Yes) or disable (No) Forced Unscreened Transfer for the Group Mailbox.

. *By default, this option is disabled.*

➲ **47-06-02 Message Playback**

Set the Group Mailbox message playback order (1 = LIFO, 2 = FIFO).

. *by default, this option is set to 2 (FIFO).*

➲ **47-06-04 Message Retention**

Set how long the Group Mailbox will retain saved messages.

. *By default, this option is 0 (indefinite).*

47-06-01 Number of Messages

Set the maximum number of messages (1~99) that can be left in the Group Mailbox.

. *By default, this option is 20.*

47-06-06 Message Waiting Lamp

Enable (Yes) Message Waiting lamping at the extensions sharing the Group Mailbox.

. *By default, this option is enabled.*

47-06-11 Dialing Option

Enable (Yes) or disable (No) additional dialing options for Next Call Routing Mailbox calls.

. *By default, this option is disabled.*

47-06-12 Next Call Routing Mailbox

Optionally assign a Next Call Routing Mailbox (801~832) to the Group Mailbox.

. *By default, this option is 801.*

47-06-10 System Administrator

Enter 1 (Yes) to optionally designate the Group Mailbox as a System Administrator.

. *By default, this option is disabled.*

Related Features

Greeting

Any extension sharing a Department Group Mailbox can record and activate the Greeting. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.

Voice Mail Overflow

An unanswered DIL to the Department Group master number can be picked up by the Department Group Mailbox.

Operation

Refer to the following features for operation of the specific Group Mailbox type:

Announcement Mailbox

Routing Mailbox

Directory Dialing

Subscriber Mailbox

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Guest Mailbox

Description

An outside party can have their own Guest Mailbox mailbox for receiving and sending messages. A Guest Mailbox is a Subscriber Mailbox that does not have an extension associated with it. It is instead associated with a virtual extension. A Guest Mailbox has many of the InMail features of a Subscriber Mailbox. A company visitor with a Guest Mailbox could, for example:

- Go to any extension, press Speaker + Dial the InMail master number (e.g., 200), then dial their mailbox number.
- Review their messages, leave messages for associates, or record a new greeting for their mailbox.
- Use many other features available to a Subscriber Mailbox.

For a brief overview of the features available at a Guest Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

Related Features

Automated Attendant

The Automated Attendant GOTO and LOGON actions (assigned to the active Dial Action Table) can route callers to a Guest Mailbox.

Auto Erase or Save

After a guest listens to a message in their Guest Mailbox, InMail can automatically erase or save the message.

Greeting

A Guest Mailbox can have a recorded greeting that plays to callers leaving a message.

Listening to Messages

Review this feature to learn which features are available to the guest while listening to messages.

Mailbox Name

A Guest Mailbox can have a recorded name.

Make Call

A Make Call callback to a Guest Mailbox is helpful only if an extension has a Call Coverage key for the virtual extension associated with the Guest Mailbox. Otherwise, the callback cannot be answered.

A Guest Mailbox user can use Make Call to return a call left in the Guest Mailbox.

Main Menu

The Main Menu provides assess to the features available to a Guest Mailbox.

Message Listen Mode

Set the type of messages a guest listens to when they dial **L** (5) after logging into their Guest Mailbox.

Message Notification

Once activated, Message Notification dials a telephone number to let the user know they have new messages in the Guest Mailbox.

Message Playback Direction

Set the Guest Mailbox message playback order.

Message Record

Review this feature to learn which features are available to the Guest Mailbox while recording and sending a message.

Message Storage Limit

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Guest Mailbox.

Security Code

If enabled, a Guest Mailbox caller must enter a security code before logging on to the mailbox.

Transfer to a Mailbox

To transfer an outside call to a Guest Mailbox, the extension user presses Hold + Message (or the Voice Mail key) + Dials the Guest Mailbox number + Speaker to hang up.

Programming

1. Set up a virtual extension for the Guest Mailbox.

➲ **11-04-01 Virtual Extension Numbering**

Assign an unused extension number to an available virtual station port.

For example, assign extension 400 to virtual station port 1.

2. Activate an unused mailbox for the virtual extension.

➲ **47-02-01 Mailbox Active (Mailbox Active)**

Enter 1 to activate a mailbox for the virtual station port.

Choose a mailbox that is not likely required for an installed extension (e.g., 128).

3. Assign a mailbox number to the mailbox you activated for the virtual extension.

➲ **47-02-02 Mailbox Number (Mailbox Number)**

The mailbox number you choose should be the same as the virtual extension number (e.g., 400).

4. Refer to Subscriber Mailbox on page 2-333 for additional details on Guest Mailbox setup and operation.

Operation

Logging On to a Guest Mailbox
To log on to a Guest Mailbox: **1.** Press the Speaker key + Dial the InMail master number (e.g., 555). **2.** When InMail answers, dial the Guest Mailbox number.

Logging On to a Guest Mailbox from the Automated Attendant
To log on to a Guest Mailbox from the Automated Attendant: **1.** After the Automated Attendant answers, dial # + The Guest Mailbox number. o This capability may be disabled in the Automated Attendant. o Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.

Transferring your call to a Guest Mailbox

To transfer your active call to a coworker's mailbox:

1. Press Hold.
2. Press **Message**.
3. Dial the Guest Mailbox number.
4. Press Speaker to hang up.
   - To transfer a call to a coworker's mailbox from a single line telephone, use the following procedure:
     Hookflash + Dial **717** + Dial the coworker's mailbox + Hang up.

Hang Up

Description

Hang Up is an Automated Attendant option that immediately hangs up the outside call. When setting up a Dial Action Table, you may want to use Hang Up for unused actions (rather than the caller hearing the standard error message). You might also want to use the Hang Up action as the Timeout destination for callers that wait too long to dial after the Automated Attendant answers.

Related Features

Automated Attendant

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Dial Action Table

The Hang Up action is a Dial Action Table option.

Programming

1. Assign the Hang Up action to an available Dial Action Table key.

➲ **47-13-01 InMail Dial Action Table Actions: Hang Up Action (6) (HNGUP)**

When the outside caller dials the key programmed with the Hang Up action, the Automated Attendant immediately hangs up.

. *By default, the digit 9 is assigned as a Hang Up action.*

Operation

Not applicable

Hotel Motel

Description

Hotel integration allows the VM8000 InMail to be used in a hotel environment. In addition to other InMail features, it provides basic integration when used in conjunction with an external PMS Application or dial access codes from the front desk extension.The table below shows the supported hotel messages and what if any action is taken for a subscriber mailbox.

Operation	Action
Check-In	❍ Mailbox for the room is cleared of messages ❍ The Mailbox language goes back to default. ❍ Mailbox for the room is cleared of greetings ❍ Name for the room is deleted ❍ Security code is deleted.
Check-Out	No action
Edit	No action

Service Conditions

- Main Software is version 4.00 or greater is required to support this feature.
- The InMail language prompts installed on the CF must be version 2.10 or greater. The VM8000 InMail Utility is used to update the installed language prompts.
- This feature requires the SV8100 be licensed for Hotel/Motel (0007) and the R4 Enhancement (0033).
- Wake up call greetings require VRS programming and licensing.
- Wake up call greetings are only provided to single line phones. Multiline phones will hear dial tone when answered.

Related Features

Mailboxes

Programming

40-07-01 Voice prompt Language Assignment for VRS

This sets the default language for the system. This is the language a mailbox will be set to when a room is checked in.

Entries

Any valid language 1-23

Default = 2 (UK English)

42-02-01 Hotel/Motel Telephone Setup - Hotel Mode

Use this option to set a phone to operate in the Hotel/Motel mode. Do not set the front desk phone for the Hotel/Motel mode.

Entries

0 = Normal mode

1 = Hotel mode

Default = 0 (Normal)

45-02-05 NSL Option Setup - Send 4PM Message

Use this option to turn off or on the Send 4PM Message option. If turned on, the system sends 4PM message to VoiceMail.

This must be set to 1 (On) for InMail Hotel Integration to work.

Entries

0 = Disabled

1 = Enabled

Default = 0

Operation

Check-In

To set a room as checked in from the front desk phone.

. *Check-In can also be set from the PMS system.*

1. Lift the handset.
2. Dial 738.

3. Dial the extension number of the room you want to check in.
4. You hear confirmation tone.
5. Hang up.

Check-Out

To set a room as checked out from the front desk phone.

. *Check-out can also be set from the PMS system.*

1. Lift the handset.
2. Dial 739.
3. Dial the extension number of the room you want to check out.
4. You hear confirmation tone.
5. Hang up.

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InMail Upload Download Audio

Description

The InMail Upload Download Audio feature allows the upload of mailbox greetings up to 1MB in size, recorded on a PC or professionally, to any valid mailbox in the system. It also allows users to listen to, download and/or delete voice mail messages from callers. Access to the InMail compact flash drive is via the HTML User Pro (Web Pro).

Audio Prompt Format:

In order for uploaded greetings to properly play on the VM8000 InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail. The proper format is:

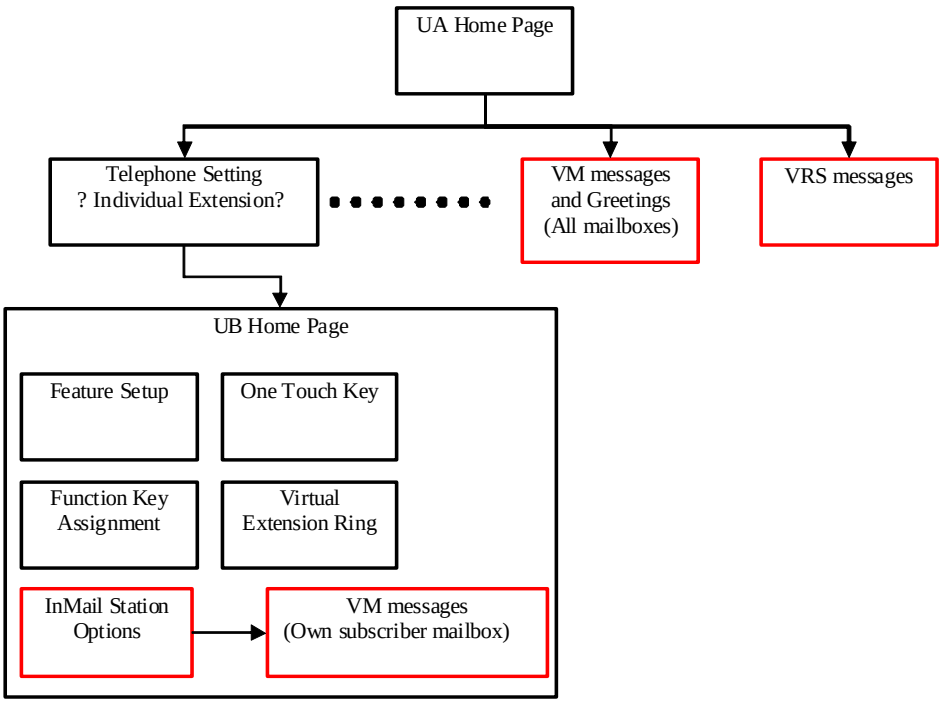
- Bit Rate: 64kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT a-law

User Pro Access Options:

There are two different User Pro login types available to make changes. To login, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default the IP Address is 192.168.0.10.

1. User Admin Mode (UA Mode): This mode allows the user admin to access any telephone and mailbox in the system. This mode must be used to change VRS greetings. At default the login ID is USER1 and the password is 1111.
2. User Mode (UB Mode): This mode allows a user to access only their own telephone and mailbox when logged in. They will not be able to change any other telephone and mailbox. At default the login ID is the “Extension Number” and the password is 1111.

Below is the page layout diagram for the two different User Pro login IDs:



Message Name Format:

Downloaded messages are automatically assigned a name by the SV8100. This name includes the mailbox number the message was left in, type of message, the message number, the date and time to the second the message was left. The table below shows how to interpret the message name to determine this information.

File name format:	**BTNNN_YYYYMMDD_HHMMSS.wav** (maximum 32 characters)
B	Mailbox number (max. 8 digit) or “VRS” for the VRS message.
T	Message type “ ＋ ” : Greeting or VRS message “-” : Recorded message
NNN	Message number (3 digits)
YYYY	Year
MM	Month (01~12)

DD	Day (01~31)
HH	Hour (00~23)
MM	Minute (00~59)
SS	Second (00~59)

Service Conditions

- VRS and InMail messages are recorded in an ADPCM format which may not be easily opened on the support PC.
- It is not possible to upload/download/delete multiple files simultaneously.
- The mailbox will be inaccessible from the telephone under these conditions:
  - Mailbox XXX will not be accessible when opening the telephone setup screen of extension XXX by UA or UB mode in User Pro.
  - Mailbox XXX will not be accessible when selecting the extension XXX on the file upload/download screen of UA mode User Pro.
  - Mailbox XXX will be inaccessible when logging in the UB mode User Pro for extension XXX.
- While uploading an audio file via User Pro the greeting is not accessible by telephone.
- When downloading/deleting an audio file via User Pro, the file is not accessible by another User Pro session or from the telephone.
- This feature is only supported using a LAN connection.
- When uploading an audio file the extension will be checked whether it is “WAV” or not however, the format of the uploaded file will not be checked. If the uploaded file is not in the proper format it may not playback properly.
- When a mailbox has a new message and the message is deleted using the User Pro interface the MWI of the mailbox will NOT be cancelled.
- The largest allowed upload file size is approximately 1MB. Files larger than this cannot be uploaded.
- There is no size limitation when downloading audio files.
- User Pro does not check the uploaded file for correct naming format (i.e. BTNNN_YYYYMMDD_HHMMSS.wav). The file name will be automatically changed when the file is written in the CF.
- The actual file name of the messages is not displayed in User Pro. The message number, modified date and file size are displayed instead. If there is not any message file, “—“ will be displayed and the download/delete icon will not be displayed.

- The User Pro message page does not refresh automatically, to see new messages the page must be refreshed. For instance if a new message is received via regular operation on the system while a user is viewing the upload/ download screen. The new message is not shown until the page is reloaded by clicking the icon.
- At default Microsoft Windows will automatically open and play the downloaded WAV. To make “Open” or “Save” selectable, following settings are required:
  - Windows XP:
    1. Choose file type from “Control Panel” → “Folder Options”.
    2. Click on “File Types” tab.
    3. Select “WAV” extension from the list, then click “Advanced”.
    4. Check “Confirm to open the file after download”, then click “OK”.
    5. Close the folder option by clicking “OK” again.
- Windows Vista: It is not possible to change the save to folder option. So the downloaded file is always automatically opened for playback.

Troubleshooting

The table below shows possible Error messages and their causes.

Error Message	Cause
VMDB is not attached.	The PZ-VM21 is not attached.
Mailbox “XXX” does not exist. (XXX = mailbox number)	The mailbox does not exist.
The mailbox is being used by another session.	When the mailbox is being used by another session, either PC or phone.
There is no available space in the CF.	When there is no available space in the CF.
The file is being used by another session. Please try again later.	When the file to be downloaded is being used by another session, either PC or phone.
The selected file has already been deleted.	When the file selected for download has already been deleted.
The file is being used by another session. Please try again later.	When the file selected for deletion is being used by another session.

Error Message	Cause
The selected file has already been deleted.	When the file selected for deletion has already been deleted.
Cannot upload the file since the original file is being used by another session. Please try again later.	When the file to be replaced is being used when trying to upload the replacement.

Programming

- **90-02-01Programming Password Setup – User Name**

  Set the system user names. By default each mailbox can be accessed using the extension number as the user name. The User Administrator login user name of USER1.

- **90-02-02Programming Password Setup – Password**

  The default password for the User Administrator and mailbox user login is 1111.

- **90-02-03Programming Password Setup – User Level**

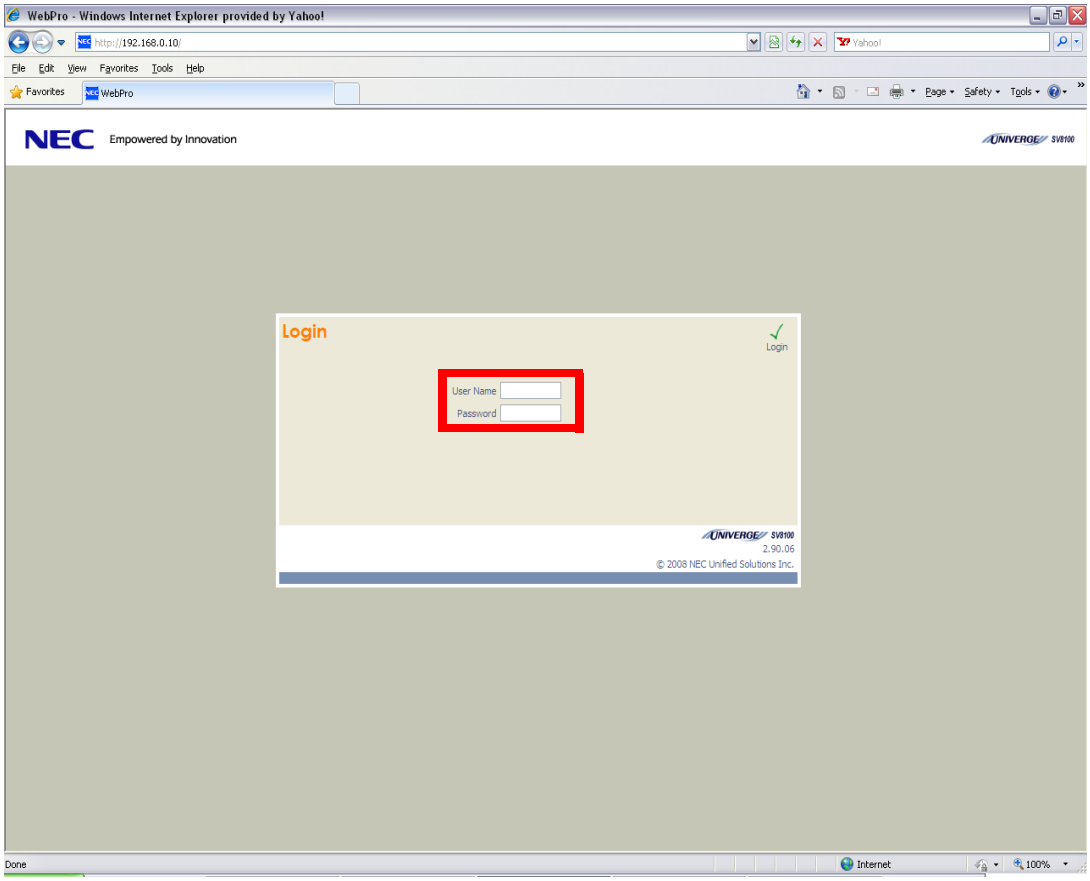
  Used to set the Set the system password user levels.

Listening to Voice Mail Messages Using User Admin Mode (UA)

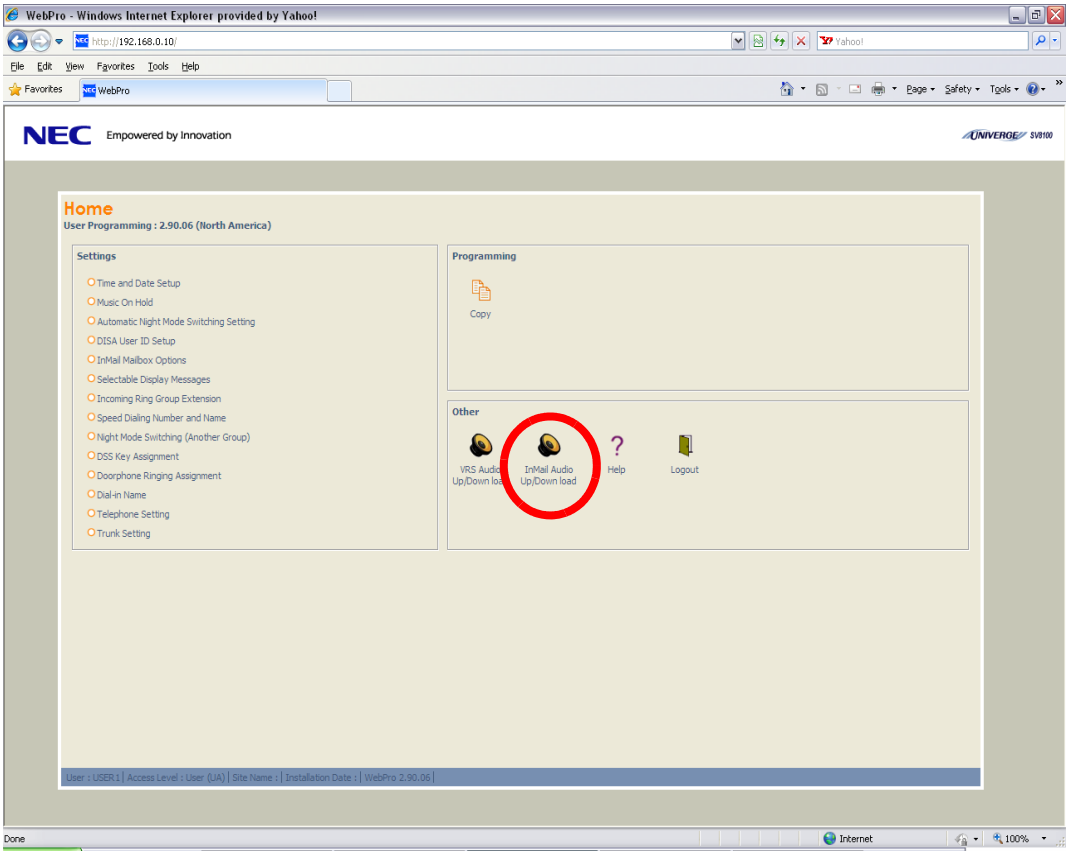
All messages stored on the VM8000 InMail can be accessed via the Mailbox User Mode for playback, or deletion.

1. To log in, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default the IP Address is 192.168.0.10.

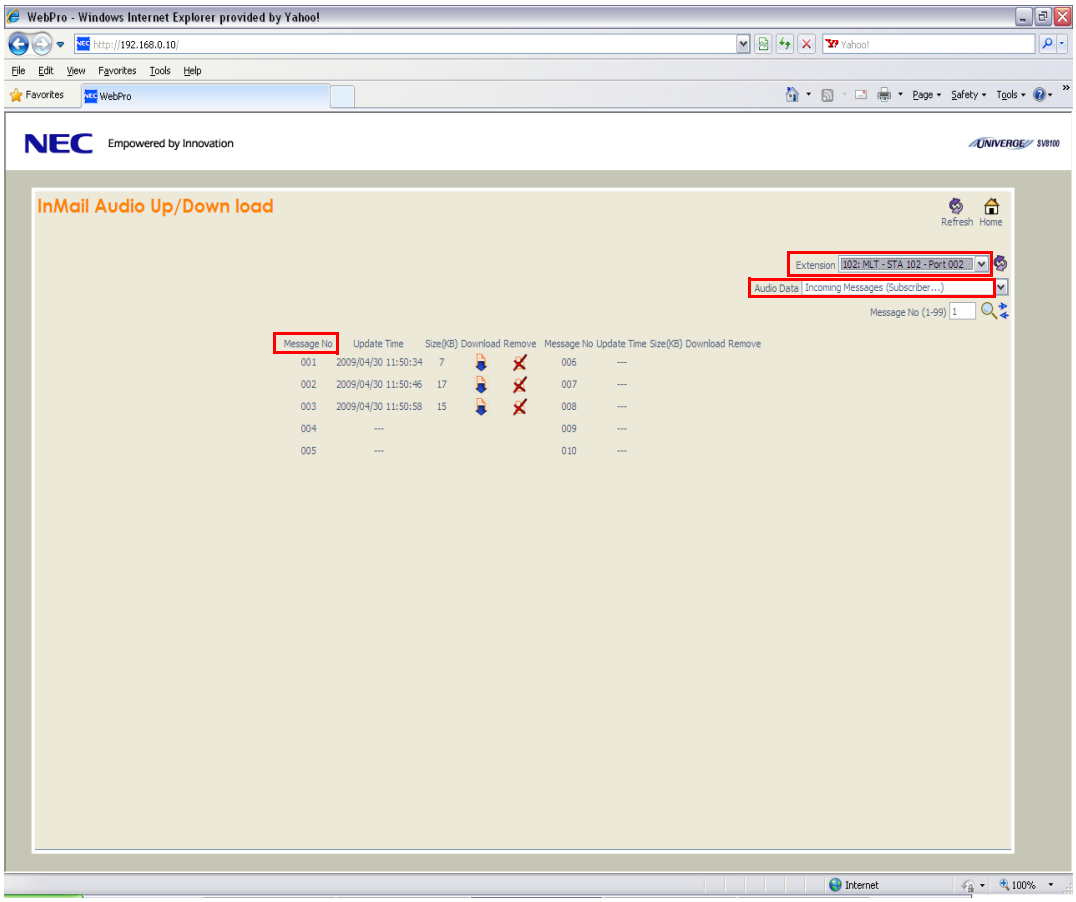
2. At the login screen, enter username = **USER1** and password = **1111**.



3. At the main menu, click on the InMail Audio Up/Down Load icon.



4. Choose the extension number to be changed, and make sure **Audio Data** is set to *Incoming Messages*.



The message numbers correspond to the same message number when accessed via the telephone. Message 1 is the first message, message 2 is the second message, etc.

5. To delete a message:

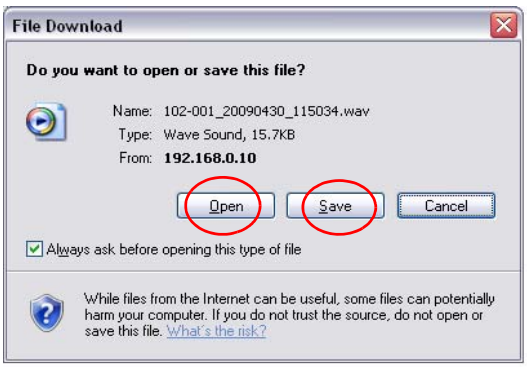
   - click on the red X icon to the right of the appropriate message.

6. To listen to a message:

   - To the right of the message you want to hear, click on the download icon.
   - Depending on the settings of your browser, you may get a security prompt.

File Download - Windows Internet Explorer pro...
http://192.168.0.10/UserProVmFile.htm?sessionId=10041&DOWNLOAD
To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...
File Download
Downloading file...
In case download doesn't startPlease click here.
Close
Internet
100%

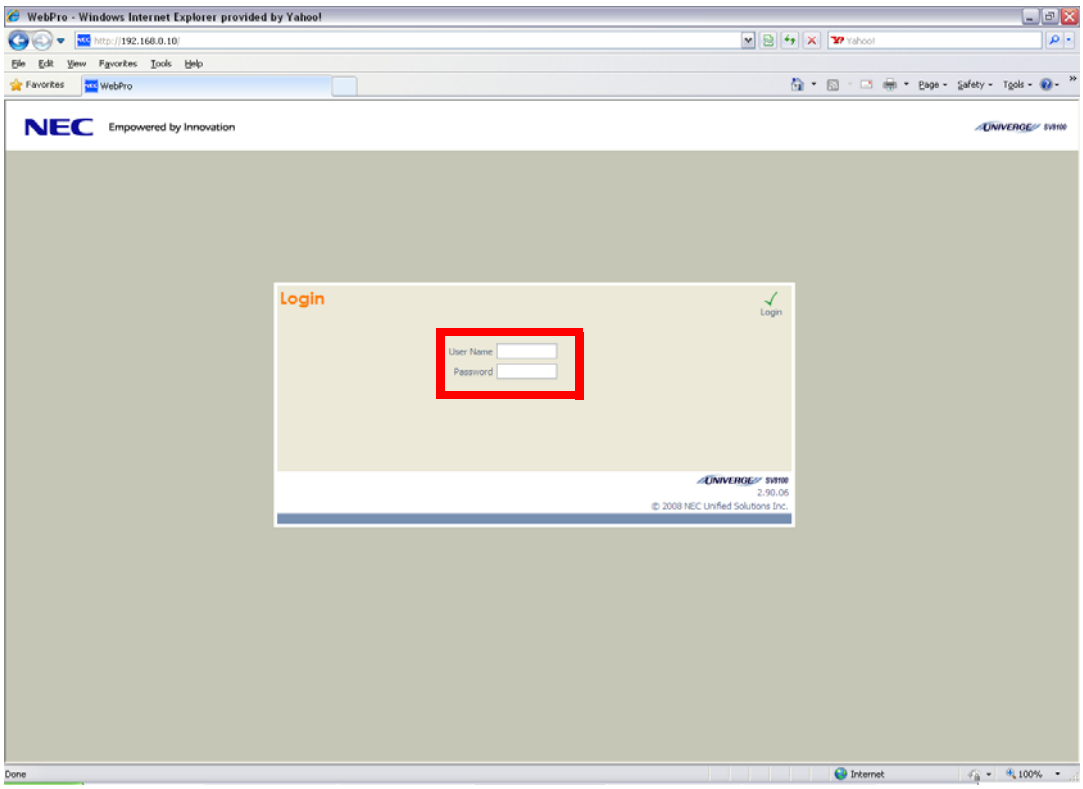
   - Click on the menu and choose to allow the file to download.
   - Depending on the Windows configuration, you may be prompted again to either **Open** or **Save** the message. If you want to listen to the message, click **Open** and the default .wav file player will play the message. If you want to save the message, click on the **Save** icon and you can browse to the location you want the message saved on the local PC.


File Download
Do you want to open or save this file?
Name: 102-001_20090430_115034.wav
Type: Wave Sound, 15.7KB
From: 192.168.0.10
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Listening to Voice Mail Messages Using Mailbox User Mode (UB)

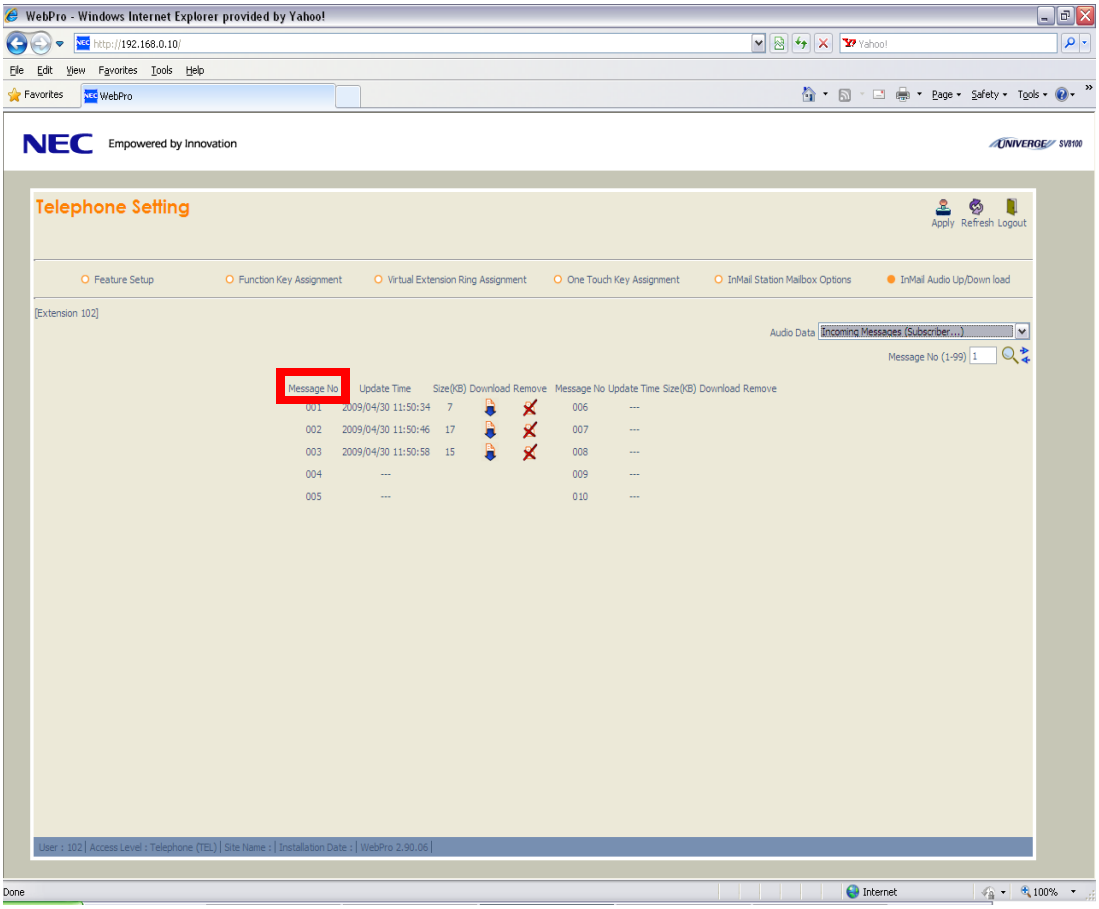
1. To log in, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default the IP Address is 192.168.0.10.

2. At the login screen enter username = “The Extension Number” and password = 1111.



3. In the Main Menu, click on the InMail Audio Up/Down Load icon.

4. The message numbers correspond to the same message number when accessed via the telephone. Message 1 is the first message, Message 2 is the second message, etc.



5. To delete a message:

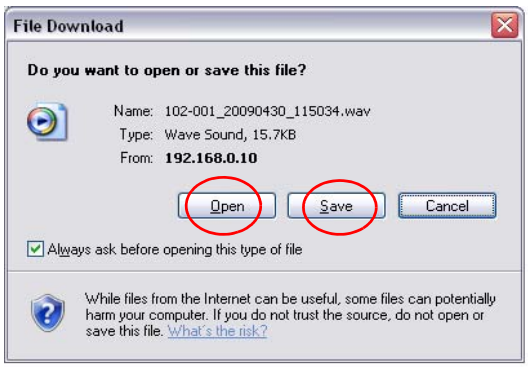
   - click on the red X icon to the right of the appropriate message.

6. To listen to a message:

   - To the right of the message you want to hear, click on the download icon.
   - Depending on the settings of your browser, you may get a security prompt.

File Download - Windows Internet Explorer pro...
http://192.168.0.10/UserProVmFile.htm?sessionId=10041&DOWNLOAD
To help protect your security, Internet Explorer blocked this site from downloading files to your computer. Click here for options...
File Download
Downloading file...
In case download doesn't startPlease click here.
Close
Internet
100%

   - Click on the menu and choose to allow the file to download.
   - Depending on the Windows configuration, you may be prompted again to either **Open** or **Save** the message. If you want to listen to the message, click **Open** and the default .wav file player will play the message. If you want to save the message, click on the **Save** icon and you can browse to the location you want the message saved on the local PC.

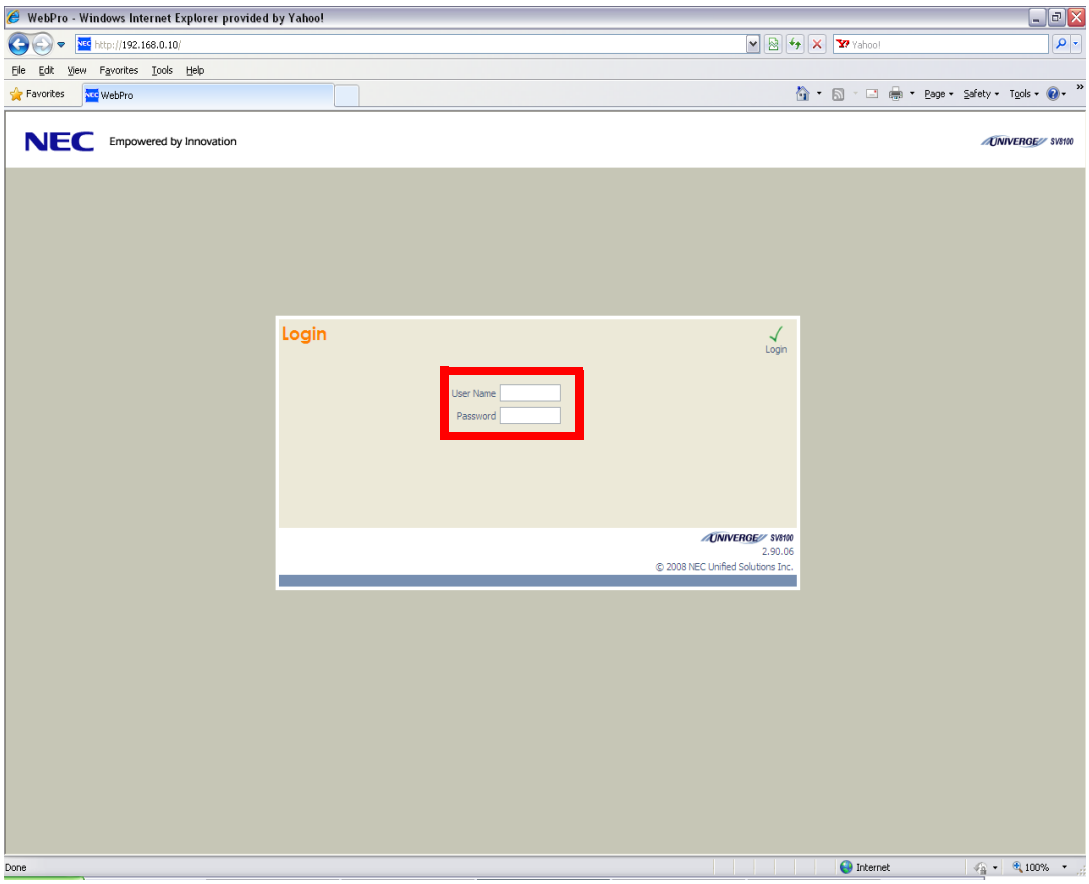

File Download
Do you want to open or save this file?
Name: 102-001_20090430_115034.wav
Type: Wave Sound, 15.7KB
From: 192.168.0.10
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Changing Mailbox Greetings using User Admin Mode (UA)

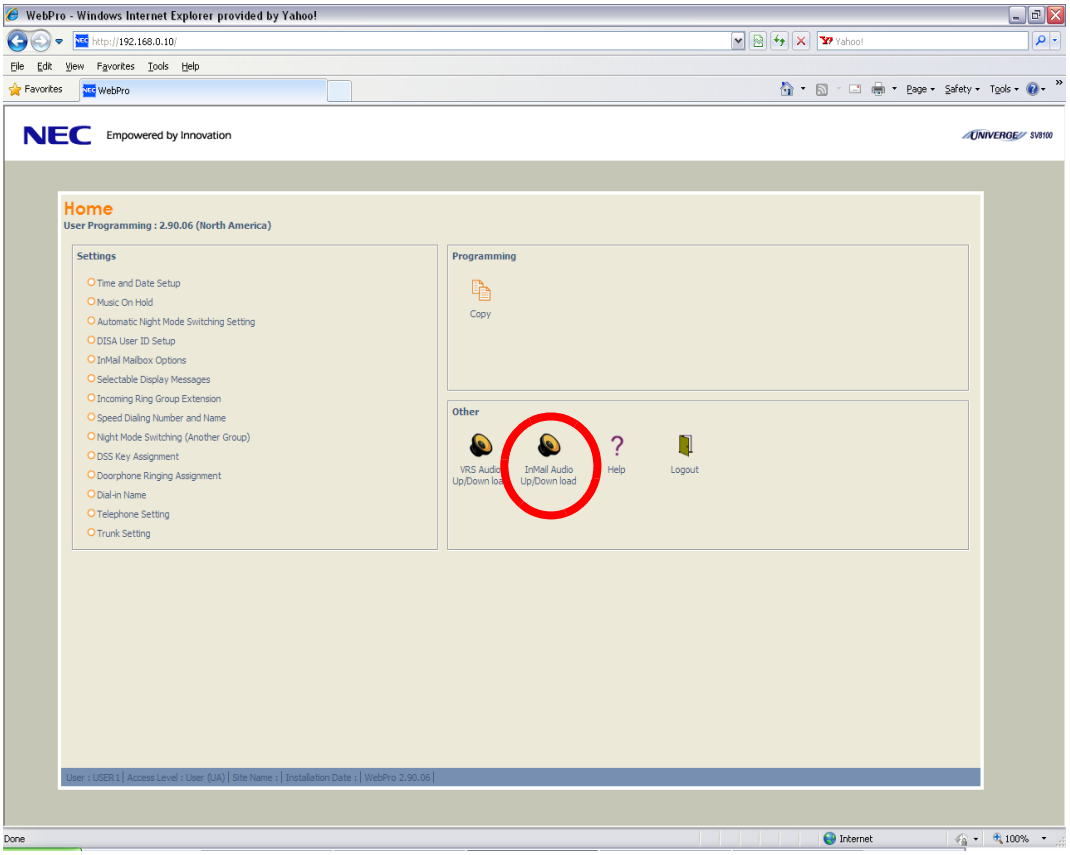
Audio files up to 1MB may be uploaded to the VM8000 InMail for any mailbox greeting. In order for uploaded greetings to properly play on the VM8000 InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail. The proper format is:

- Bit Rate: 64kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT a-law

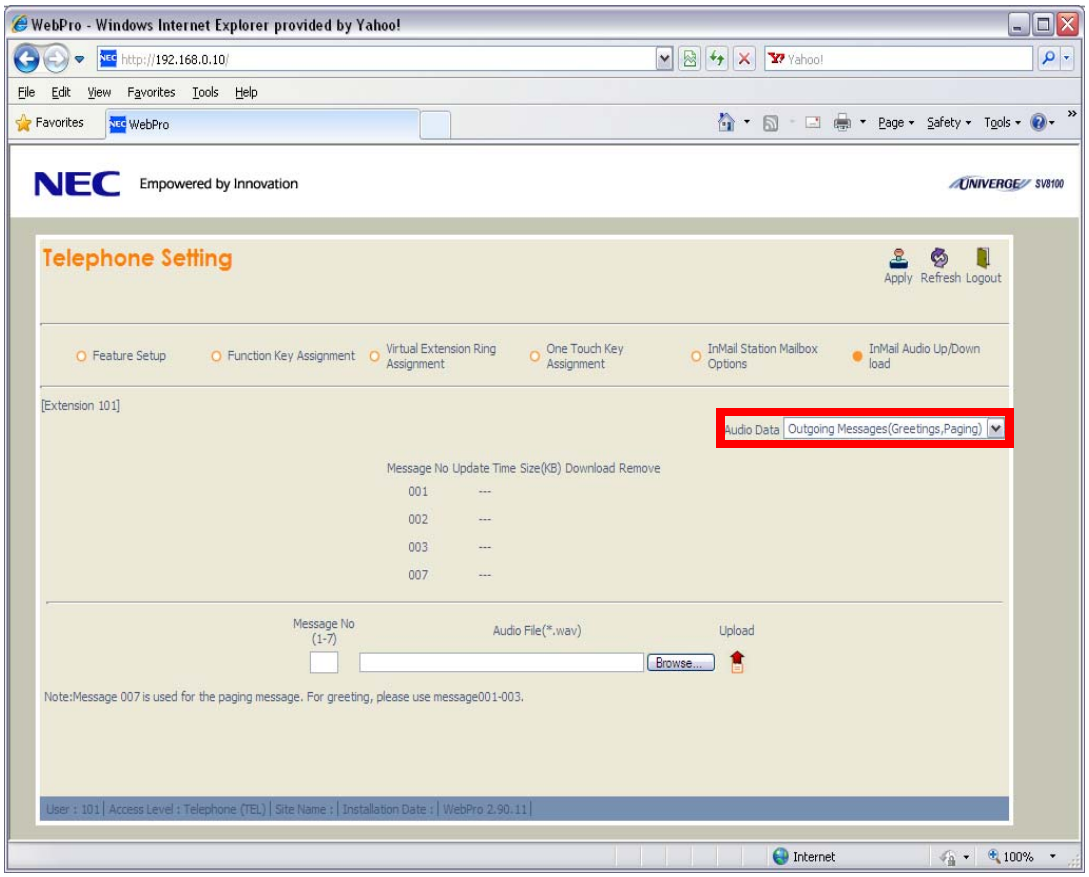
1. To log in, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default the IP Address is 192.168.0.10.
2. At the login screen, enter username = **USER1** and password = **1111**.



3. At the main menu, click on the InMail Audio Up/Down Load icon.



4. Choose the extension number to be changed, and make sure **Audio Data** is set to *Outgoing Messages*.



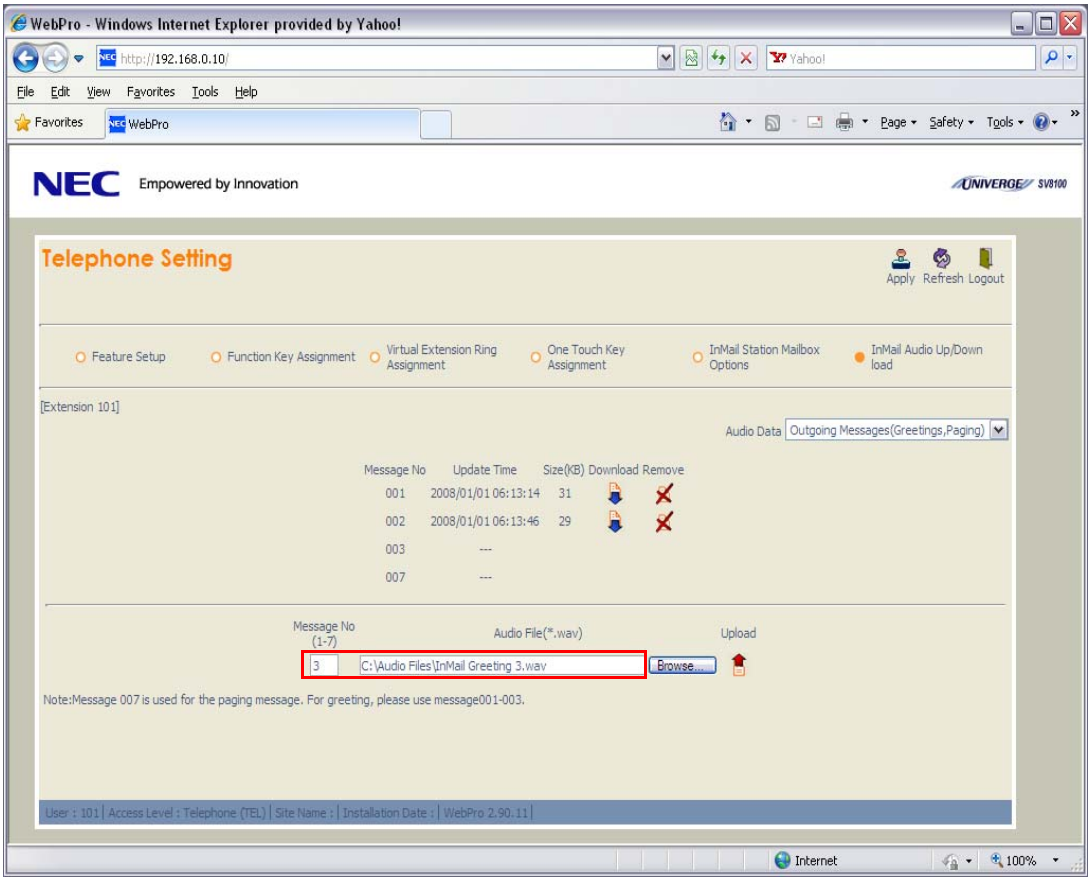
. *The greeting numbers correspond to the same greeting number when accessed via the telephone. Greeting 1 is GR1, Greeting 2 is GR2 and Greeting 3 is GR3. Greeting 7 is the paging greeting used with the Park and Page feature.*

5. To delete a greeting:

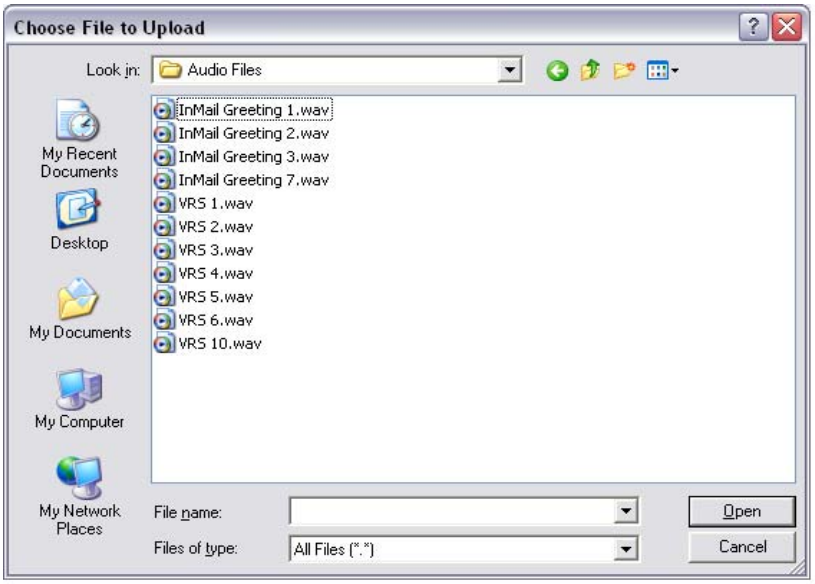
   - Click on the red X icon to the right of the appropriate greeting.

6. To upload a greeting:

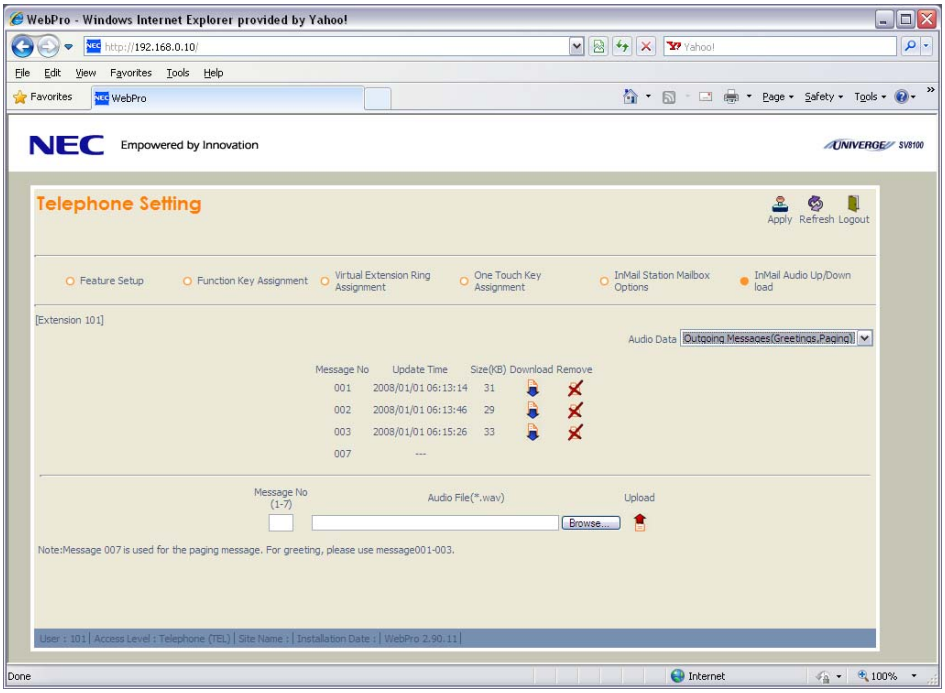
   - Under message number, enter the greeting number you want replaced on the VM.



- Browse to find the location on the PC where the greeting file is stored.



- Click on the upload icon to the right of the selected file name.
- Depending on the file size and LAN connection, it may take several minutes to upload the greeting.
- The uploaded greeting will appear in the assigned location.

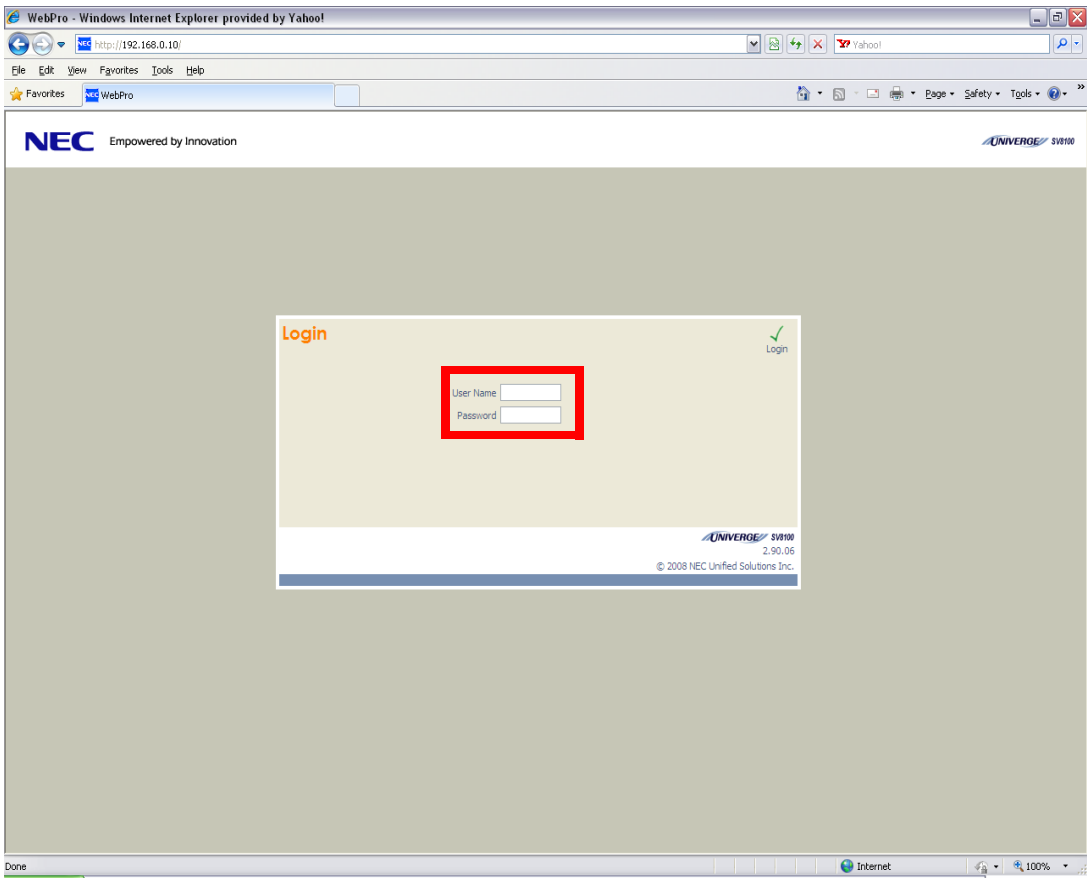


Changing Mailbox Greetings using Mailbox User Mode (UB)

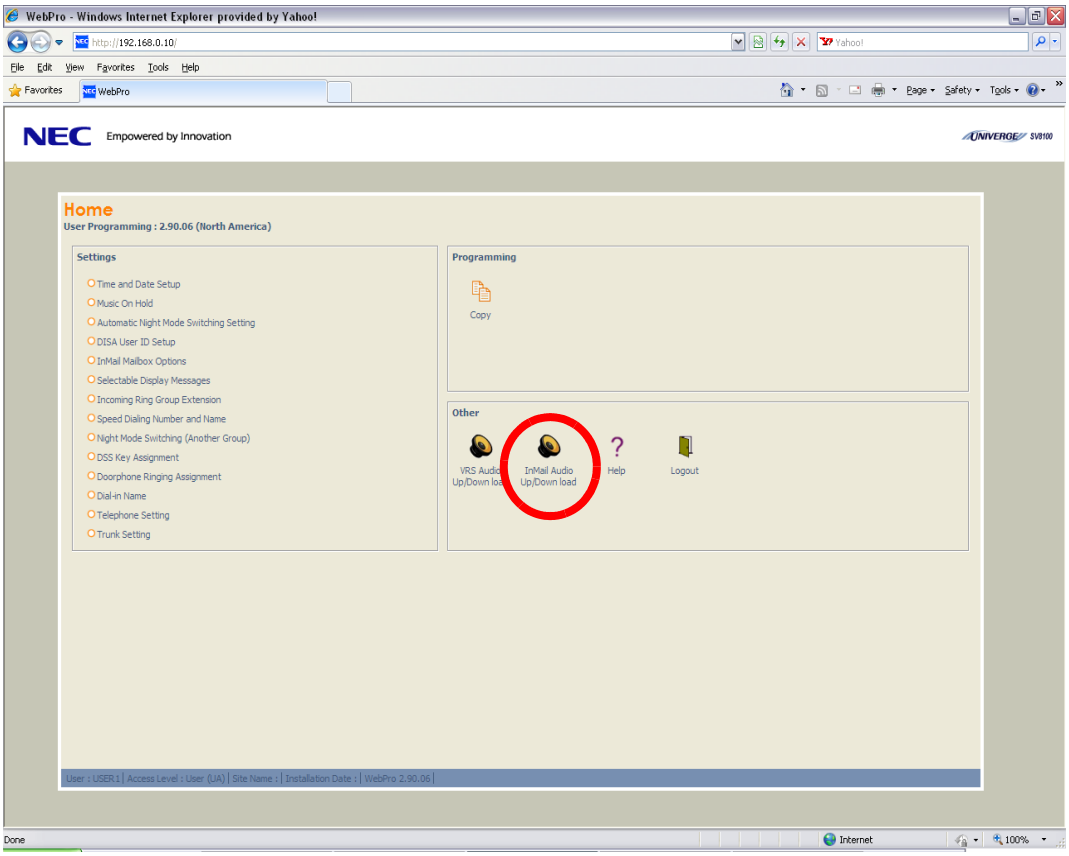
Audio files up to 1MB may be uploaded to the VM8000 InMail for any mailbox greeting. In order for uploaded greetings to properly play on the VM8000 InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail. The proper format is:

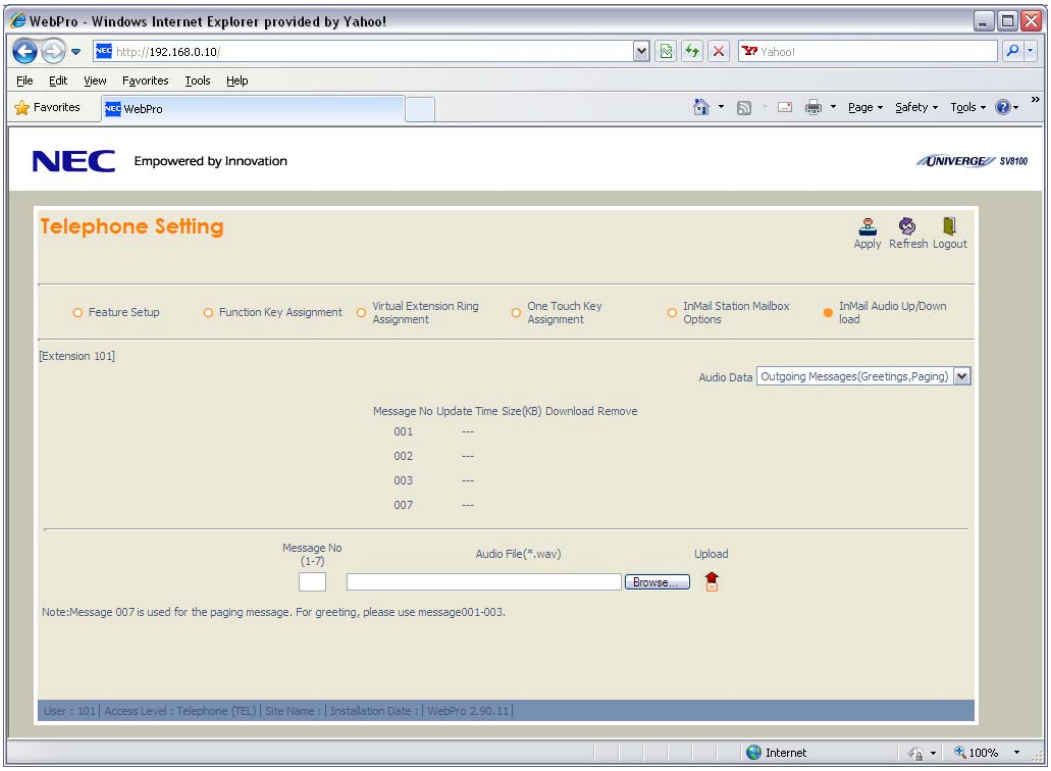
- Bit Rate: 64kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT a-law

1. To log in, open an Internet browser and enter the IP of the SV8100 LAN port in the address line. At default the IP Address is 192.168.0.10.
2. At the login screen, enter username = **"The Extension Number"** and password = **1111**.



3. The main menu will display. Click on the InMail Audio Up/Down Load icon. At the main menu, click on the InMail Audio Up/Down Load icon.





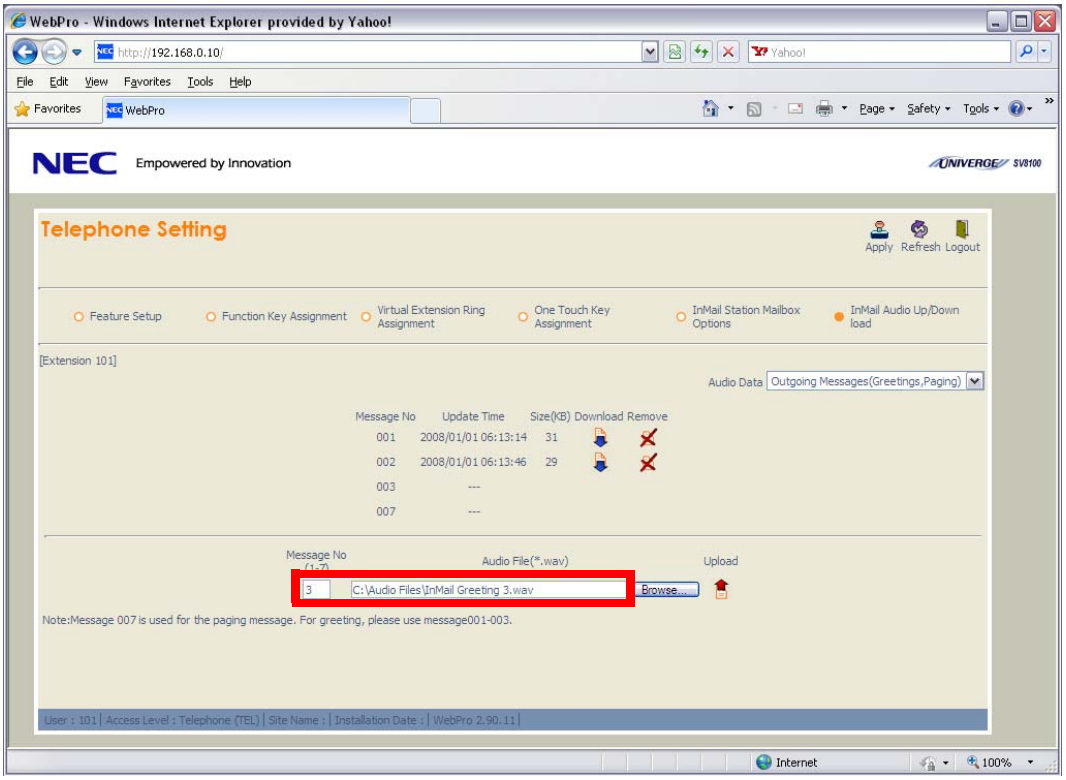
. *The greeting numbers correspond to the same greeting number when accessed via the telephone. Greeting 1 is GR1, Greeting 2 is GR2 and Greeting 3 is GR3. Greeting 7 is the paging greeting used with the Park and Page feature.*

4. To delete a greeting:

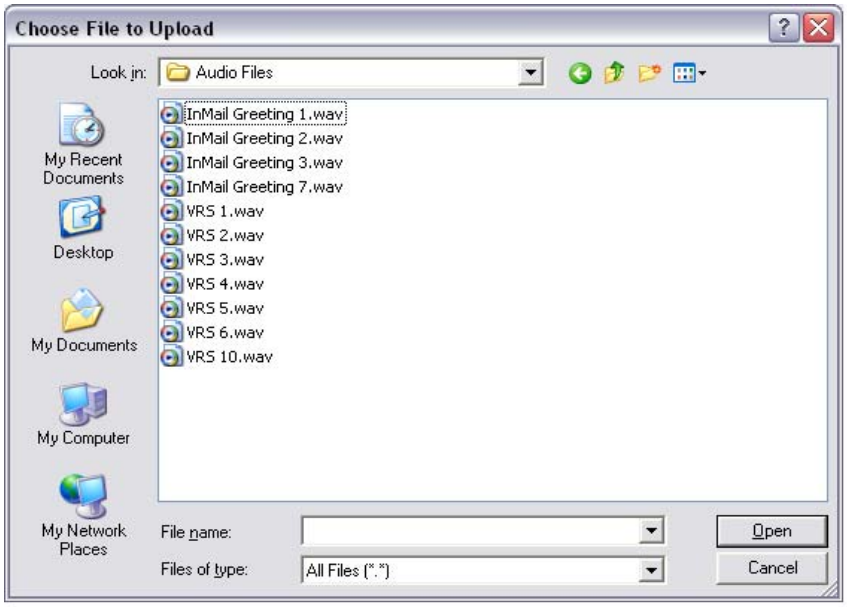
   - Click on the red X icon to the right of the appropriate greeting.

5. To upload a greeting:

   - Under message number, enter the greeting number you want replaced on the VM.

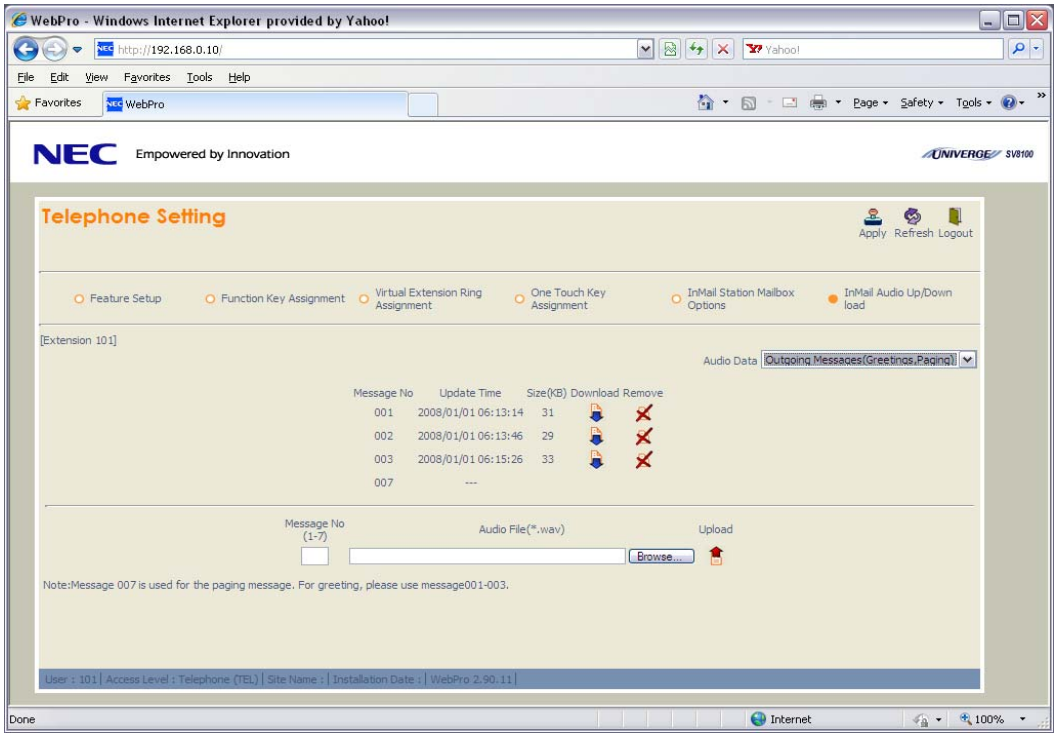


- Browse to find the location on the PC where the greeting file is stored.



- Click on the upload icon to the right of the selected file name.
- Depending on the file size and LAN connection, it may take several minutes to upload the greeting.

The uploaded greeting will appear in the assigned location.



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Instruction Menu

Description

The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu greets callers and provides them with the Automated Attendant dialing options. The Instruction Menu is associated with the active Call Routing Mailbox. Normally, you should have the System Administrator customize (rerecord) the Instruction Menu to match the dialing options enabled in the site's Dial Action Table. If a custom Instruction Menu is not recorded, the Automated Attendant callers hear: "If you are calling from a touch tone phone, please dial the extension number you wish to reach, or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance."

Related Features

Answer Tables
Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant
The Answer Table determines how the Automated Attendant answers calls, and assigns the Call Routing Mailbox to the call.

Routing Mailbox
The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and Instruction Menu are available to Automated Attendant callers.

Dial Action Table
Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Single Digit Dialing
An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an InMail feature.

System Administrator
Only the System Administrator can record the Instruction Menu.

Programming

Not applicable

Operation

Recording an Instruction Menu for a Call Routing Mailbox					
Log On to System Administrator's mailbox.					
SA (72)	Access System Administrator options. [Not applicable]				
	I (4)	Select Instruction Menus. [Instr]			
		Enter the Call Routing Mailbox number.			
			L (5)	Listen to the current Instruction Menu (if any). [Lstn]	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. [Rec]	
				Record message.	
				*	Pause or restart recording. [Resume] [Pause]
				E (3)	Erase recording. [Cncl]
				#	Exit recording mode. [Done]
			E (3)	Erase the Instruction Menu. [Erase]	
			#	Go back to the System Administrator options. [Exit]	
		#	Go back to the System Administrator options. [Exit]		
0	Plays Help message.				

Language Settings

Description

The Language setting feature allows the telephone display language and the InMail mailbox language to be changed from the telephone. This can be used to change either the user's phone or another specified telephones display and InMail language if allowed in system programming. Either a dial access code or Softkey operation is available.

Service Conditions

- Main Software version 4.00 or greater is required to support this feature.
- The InMail prompt version must 2.10 or higher to support this feature.
- The telephone display language can be changed using dial access codes or softkeys only.
- The InMail language can be changed using dial access codes, softkeys only or End User Web Pro.
- The ability to change other extensions language options is allowed on a class of server basis in PRG 20-13-53.
- The system will not allow an InMail language to be selected if that language prompt set has not been loaded onto the InMail CF. When an invalid language is selected an error tone is heard.

Supported Languages

- 01 (US English)
- 02 (UK English)
- 03 (Australian English)
- 04 (French Canadian)
- 05 (Dutch)
- 06 (Mexican Spanish)
- 07 (Latin America Spanish)
- 08 (Italian)

- 09 (German)
- 10 (Madrid Spanish)
- 11 (Norwegian)
- 12 (Parisian French)
- 13 (Brazilian Portuguese)
- 14 (Japanese)
- 15 (Mandarin Chinese)
- 16 (Korean)
- 17 (Iberian Portuguese)
- 18 (Greek)
- 19 (Danish)
- 20 (Swedish)
- 21 (Thai)
- 22 (Taiwan)
- 23 (Flemish)
- 24 (Turkish)

Related Features

Group Mailboxes

Guide to Feature Programming

11-11-13 Service code Setup - Display Language Selection for keyset

Enter any valid entry for service code

. *Default = 778*

11-11-68 Service Code Setup - InMail Language Selection for own mailbox

Enter any valid entry for service code

. *Default = no entry*

11-11-69 Service Code Setup - InMail Language Selection for Specific mailbox

Enter any valid entry for service code

. *Default = no entry*

20-13-53 Class of Service Setup - Language Selection for specific extension

Define whether class of service user is allowed to set language for other extension.

Options are:

0=disabled

1=enabled

. *Default = 0 (disabled)*

LanguageSetting Operation								
From an Idle Display Phone:								
Down	Press down arrow							
	Prog	Press Program Softkey						
		Down	Press Down arrow					
			Down	Press down arrow again				
				Lang	Presss Language Softkey			
					Disp	To change telephone display press Display Softkey		
						Own	To change your own extension display language press Own softkey	
							Choose Lang	Select desired language, press down arrow to advance to next page. Press Softkey for desired language.
							Press Speaker to Exit	
						Other	To change another extension display language, press Other softkey	
							Ext #	Enter the extension number to be changed
							Choose Lang	Select desired language, press down arrow to advance to the next page. Press Softkey for desired language.
							Press Speaker to exit	
					VMail	To change spoken InMail mailbox language, press VMail Softkey		

LanguageSetting Operation (Continued)								
						Own	To change your own spoken mailbox language, press Own softkey	
							Change Lang	Select desired language, press down arrow to advance to the next page. Press Softkey for desired language.
							Press Speaker to exit	
						Other	To change another spoken mailbox language, press Other Softkey	
							Ext #	Enter the extension number to be changed
							Choose Lang	Select desired language, press down arrow to advance to the next page. Press Softkey for desired language.
							Press Speaker to Exit	

Leaving a Message

Description

An extension user or outside caller can leave a voice message in a coworker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. Leaving a voice message is a handy and efficient way to communicate with coworkers that avoids post-it notes, message pads, and unnecessary email.

Additional Options While Leaving a Message
The following chart shows the additional dialing options a caller may have while listening to the mailbox greeting prior to leaving a message. What happens depends on the setting of the Next Call Routing and Dialing Option options.

Dialing Options While Leaving a Message				
47-02-14 Next Call Routing Mailbox	**47-02-13 Dialing Option**	**Digit Dialed**	**Action**	
			Trunk Call	**Intercom Call**
Undefined	No	0	Caller hears, “That is an invalid entry,” and the greeting repeats.	
		1~9		
		#	InMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
1~32 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, “That is an invalid entry,” and the greeting repeats.
		1~9	Caller hears, “That is an invalid entry,” and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
1~32 (valid Call Routing Mailbox)	Yes	0	Caller follows key’s action in Next Call Routing Mailbox.	Caller hears, “That is an invalid entry,” and the greeting repeats.
		1~9		
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Related Features

Next Call Routing Mailbox

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option option).

Quick Message

Quick Message allows Automated Attendant callers to leave a message in a Subscriber Mailbox.

Programming

No additional programming required.

Operation

Leaving a Message for a Coworker

To leave a message in the mailbox of an unanswered extension:

1. Press **Message**.
2. Leave message and hang up.
   OR
   Leave message and dial #.
   . *Dialing # sends the message and hangs up.*

Leaving a Message from Outside the Company

To leave a message in a mailbox:

1. Leave message and hang up.
   OR
   Leave message and dial #.
   . *Dialing # may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.*

To leave a message in an extension mailbox, you can be:

- Transferred to an extension mailbox by another user.
- Automatically routed to a mailbox when the called party does not answer or is unavailable.
- Sent to the mailbox from the Automated Attendant after dialing * plus the called party's mailbox number.
- Routed from the Automated Attendant after dialing a uniquely programmed digit set up to send you to an extension's mailbox.

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Listening to Messages

Description

While or after listening to a message, a Subscriber Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a coworker for additional handling. The following table shows these options.

Message Listen Options	
Option	**Description**
RE (73) [Not applicable]	Record a reply. See Message Reply on page 2-283.
MF (63) [Not applicable]	Forward the message to another mailbox. See Message Forward on page 2-263.
MC (62) [Not applicable]	Make a call to the message sender. See Make Call on page 2-255.
TI (84)	Hear the time and date the message was sent. See Time and Date on page 2-343.
SA (72)	Save the message in your mailbox.
E (3) [Erase]	Erase the message. See Message Delete on page 2-261 for more.
L (5) [Next]	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) [Rpt]	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
*	Pause/resume recording.
1N (16) [Not applicable]	Select New Message List See Message Listen Mode on page 2-267.
1S (17) [Not applicable]	Select Saved Message List See Message Listen Mode on page 2-267.
1A (12) [Not applicable]	Select All Message List See Message Listen Mode on page 2-267.
# [Exit]	Exit the listen mode.
X (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

Notes:

If a subscriber's mailbox is set to Auto Save messages, InMail saves partially listened-to messages but does not relamp the keyset for those messages. For example:

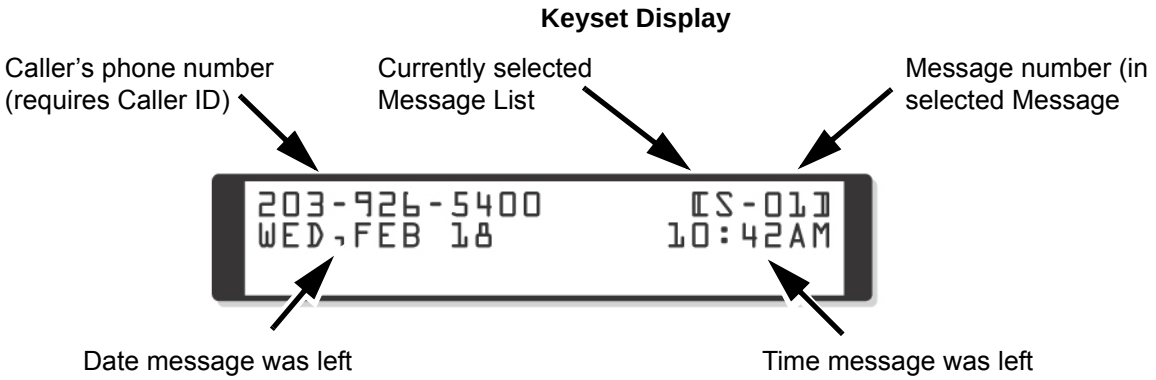
- A subscriber with new messages calls his mailbox.
- The subscriber presses L to listen to a portion of each message and then exits his mailbox.
- InMail saves all the messages and turns off the message waiting lamp.

If you hang up before listening to the complete new message, InMail automatically retains the message as a new message.

Telephone Display while Listening to a Message

While listening to a message, your telephone display shows you important information about the message. This includes:

- The caller's telephone number (if available).
- The selected Message List.
- The message number in the selected list.
- The date and time the message was left.



Related Features

Auto Erase or Save

When a mailbox user completely listens to a new message and then exits their mailbox, InMail either automatically saves or erases the message.

Message Record

While recording a message, an Subscriber Mailbox user has many recording options from which to choose.

Programming

1. Set the Message Backup/Go Ahead Time.

➲ **47-01-05 Message Backup/Go Ahead Time (Msg Bkup/Adv Time)**

This interval sets how far InMail backs up (1~60 seconds) when a mailbox user dials B while recording or listening to their messages.

This interval also sets how far InMail jumps ahead (1~60 seconds) when a user dials **G** while listening to messages.

. *By default, this interval is **5** seconds.*

Operation

Listening to Messages	
Log On to Subscriber Mailbox	
L (5)	Access the Message Listen mode [Lstn] See Message Listen Options on page 2-231 for an explanation of the available options.
0	Plays Help message

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Live Record

Description

Live Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Live Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. InMail broadcasts a beep and a voice prompt to the callers as Live Record begins. After calling their mailbox, the subscriber can save, edit, or delete the recorded conversation.

Caution

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Related Features

Subscriber Mailbox

Live Record is available only to subscriber extensions.

Programming

1. Assign a Voice Mail Record Key to the extension.

➲ **15-07-01 Programmable Function Keys**

Assign a programmable key as a Voice Mail Record Key (code 78).

. *By default, no Voice Mail Record Keys are assigned.*

Optionally assign a Live Record One-Touch key.

- To assign the key: Speaker + Dial 851 + Press key + Dial 78 + Speaker.
- To use the key: While on a call press the One-Touch key.

. *By default, no Live Record One-Touch keys are assigned.*

2. Enable or disable the Live Record beep.

➲ **47-02-07 Recording Conversation Beep (Rec Conv Beep)**

Enable (1) the Live Record beep.

. *By default, the beep is enabled (**1**).*

➲ **45-01-06 Record tone Alert Tone Interval**

Optionally set the repeat interval (0~64800 seconds) for the additional Live Record beep provided by the telephone system. Entering 0 disables the additional beep.

. *By default, the additional beep interval is 30 seconds (**30**).*

3. Set the maximum length of recorded conversations.

➲ **47-01-03 Subscriber Message Length (Subs Msg Length)**

The length of a recorded conversation is 10 times this interval.

The range for this option is 1~4095 seconds.

Since the Live Record time cannot exceed 4095 seconds, any setting in this option larger than 409 has no effect on the length of recorded conversations.

. *By default, this option is **120** seconds. This means the default length of recorded conversations is 1200 seconds (20 minutes).*

Operation

Live Record
To record your active call in your mailbox: **1.** Press your Voice Mail Record key. o You hear 2 beeps and your Voice Mail Record key flashes. o The beeps periodically repeat to remind you that you are recording. o You and your caller hear the voice prompt “recording.” . *Only one party on a call can use Live Record at any time. This includes Intercom calls and Conference calls.*
To turn live record off: **1.** Press your Voice Mail Record key. o Recording stops. o No options are available while recording (such as pause, resume, and exit).

Log On to Voice Mail

Description

A subscriber can log on to their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log on to their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the InMail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

Local (On-site) Logon

An extension user can log on to their mailbox in the following ways:

- Press their Message key to log on to their Subscriber Mailbox.
- Dial the InMail master number (e.g., 200), followed by their mailbox number. This method is typically used by Guest Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a coworker's phone.

Remote Log On

A Subscriber Mailbox user can call into the Automated Attendant and log on to their mailbox. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their mailboxes from outside the company. After they log on to their mailbox, they can use the allowed features in the mailbox main menu.

  . *To avoid unauthorized access to their mailbox, the user can enable his own unique Security Code.*

- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # during their greeting to log on to their mailbox (instead of leaving a message). This method allows subscribers to dial their own number and then use the features of their mailbox. This ability must be set up in the user Next Call Routing Mailbox.

  For example:

  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:

    # (to route to their Next Call Routing Mailbox), then

    # and their mailbox number to log on to their mailbox.

  . *By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber*

should enable a Security Code for their mailbox to prevent unauthorized logons.

Related Features

Automated Attendant

The Automated Attendant allows Subscriber Mailbox users to log into their mailboxes.

Greeting

After remotely logging on to their mailbox, a subscriber mailbox user can remotely record their greeting.

Guest Mailbox

A guest can log on to their mailbox by dialing the InMail master number followed by the Guest Mailbox number.

Security Code

To avoid unauthorized access to their mailbox (particularly with Remote Log On), the user should enable their own unique Security Code.

Subscriber Mailbox

A subscriber can log into their mailbox by pressing a key on their telephone, dialing the In-Mail master number (followed by their mailbox number), or logging on through the Automated Attendant.

Programming

1. Log on to a mailbox through the Automated Attendant:

➲ **47-13-01 Dial Action Table Actions: LOGON Action - Log On to Voice Mail (5) (LOGON)**

To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option.

- For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number.

To have InMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox number.

- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, “Please enter your mailbox number.”

To have InMail require Automated Attendant callers to enter a Subscriber Mailbox to log into (without playing an announcement), enter XXX in the

corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to allow callers to log on to mailboxes 101~199, for key 3 enter LOGON for the Action and XXX for the corresponding Number.
- To enter an X, press LK2.

To log into any valid Subscriber Mailbox, enter IXXX in the corresponding Number option.

- For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number.
- To enter an I, press LK3.To enter an X, press LK2.

See Automated Attendant on page 2-63 for more on how to set up InMail to answer outside calls.

. *By default, key # Action = LOGON and Number = None.*

Operation

Logging On to Your Mailbox
To log on to your Subscriber Mailbox: Press **Message**. -OR- Press Voice mail key (PGM 15-07 or SC 851: 01 + Pilot e.g. 555). -OR- From an on-premise single line telephone, lift handset and dial 717. To log on to your Guest Mailbox or your Subscriber Mailbox from a coworker's extension: Press the Speaker key + Dial the InMail master number (e.g., 555) + Dial your mailbox number. To log on to your Subscriber Mailbox from the Automated Attendant: **1.** Wait for the Automated Attendant to answer. **2.** Dial # and your mailbox number. . *This option may be different in your system. Check with your Communications Manager.*

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Mailbox Announcement Message

Description

The Mailbox Announcement Message is a message, recorded by the System Administrator, that plays to each subscriber when they log onto their mailbox. The message will play at each log on until it expires, is deleted, or made inactive by the System Administrator. Similar to the Broadcast Message, the Mailbox Announcement Message is also used for important company announcements such as weather-related schedule changes and personnel updates. Unlike the Broadcast Message, the Mailbox Announcement Message cannot be deleted, forwarded, or saved by the subscriber.

After recording the Mailbox Announcement Message, the System Administrator can choose how long they want the announcement to last. The choices are a specific number of days or indefinite. Once the specific number of days passes, the message expires (i.e., is made inactive but not deleted). The message can be reactivated later on if required. The System Administrator can also make the message inactive before it expires.

If a subscriber has a Security Code enabled for their mailbox, the Mailbox Announcement Message will play after they enter their security code.

Related Features

Security Code

The Mailbox Announcement Message will play *after* the subscriber enters their security code.

System Administrator

Only the System Administrator can record and set up a Mailbox Announcement Message.

Programming

Not applicable.

Operation

Recording a Mailbox Announcement Message					
To record a Mailbox Announcement Message:					
1.	Log onto System Administrator's Mailbox.				
2.	[System Admin] [Mgr]	Select the System Administrator Menu. • Alternately dial **SA** (72).			
3.	[MboxAn]	Select to go to the Mailbox Announcement Message Menu. • Alternately dial **3**.			
4.	Do one of the following:				
	a.	[Lstn]	Select to listen to the current Mailbox Announcement Message (if any). • Alternately dial **L** (5).		
			#	Exit the listen mode.	
	b.	[Rec]	Select to record the Mailbox Announcement Message. • Alternately dial **R** (7).		
			[Cncl]	Select to erase the recording. • Alternately dial **E** (3).	
			[Done]	Select to confirm the recording and exit the recording mode. • Alternately dial #. • If you don't set the *Days* in step c below, the message is automatically set to active (i.e., indefinite).	
	c.	[Days]		Enter the number of days the Mailbox Announcement Message will be active (01~99, 00 for inactive). • Alternately dial **A** (2).	
				[OK]	Select to confirm your entry. • Alternately dial **C** (2).
				[Clear]	Select to back up to the previous level without making any changes. • Alternately dial **I** (4).
				[Exit]	Select to return to the Mailbox Announcement Message Menu without making any changes. • Alternately dial #.
			[Reset]	Select to make the Mailbox Announcement Message active indefinitely. • Alternately dial Q.	
				[OK]	Select to confirm your entry. • Alternately dial **C** (2).
				[Clear]	Select to back up to the previous level without making any changes. • Alternately dial **I** (4).
				[Exit]	Select to return to the Mailbox Announcement Message Menu without making any changes. • Alternately dial #.

Recording a Mailbox Announcement Message (Continued)			
	c.	[Erase]	Select to erase the Mailbox Announcement Message. • Alternately dial **E** (3).
	d.	[Exit]	Select to go back to the System Administrator Menu. • Alternately dial #.

Listening to a Mailbox Announcement Message		
To listen to a Mailbox Announcement Message:		
1.	Log onto Subscriber Mailbox.	
2.	Enter your Security Code (if enabled).	
3.	You hear the Mailbox Announcement Message.	
	[Skip]	Optionally select to skip the Mailbox Announcement Message.
4.	When the Mailbox Announcement Message completes, you go to the Mailbox Main Menu.	

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Mailbox Name

Description

A caller leaving a message in a Subscriber Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the subscriber's mailbox that personal touch. Prior to leaving a message, callers hear the name instead of the default "extension xxx" prompt. The recorded name can be up to 10 seconds.

Related Features

Subscriber Mailbox

A subscriber can record a name for their mailbox, or have the System Administrator record one for them.

System Administrator

The System Administrator can record names for Subscriber Mailboxes.

Programming

Not applicable

Operation

Recording Your Mailbox Name			
Log On to Subscriber Mailbox.			
RN (76)	Access the Mailbox Name Menu. [Not applicable]		
	L (5)	Listen to the currently recorded name (if any). [Lstn]	
		#	Exit listen mode.
	R (7)	Record a new name. [Rec]	
		Record message.	

Recording Your Mailbox Name			
		*	Pause or restart recording. [Resume] [Pause]
		E (3)	Erase recording. [Cncl]
		#	Exit recording mode. [Done]
	E (3)	Erase the currently recorded name. [Erase]	
	#	Go back to the Mailbox Main Menu. [Exit]	
	0	Plays Help message.	

Recording or Erasing Co-worker's Names from a System Administrator's Mailbox						
Log On to System Administrator's Mailbox.						
SA (72)	Access System Administrator options. [Not applicable]					
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]				
		Enter the number of the Subscriber Mailbox you want to maintain.				
			EN (36)	Erase the mailbox name. [Name]		
			N (6)	Record a new mailbox name. [Not applicable]		
				L (5)	Listen to currently recorded name (if any). [Lstn]	
					#	Exit listen mode.
				R (7)	Record a new name. [Rec]	
					Record message.	
					*	Pause or restart recording. [Resume] [Pause]
					E (3)	Erase recording. [Cncl]
					#	Exit recording mode. [Done]
				E (3)	Erase the currently recorded name. [Erase]	
				#	Go back to Subscriber Maintenance Menu. [Exit]	
			#	Go back to System Administrator options. [Exit]		
0	Plays Help message.					

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Mailbox Options Menu

Description

The Mailbox Options Menu is a sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. The chart below summarizes these options. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. If mailbox security is not an issue, the subscriber can delete their security code to simplify logging on to their mailbox.

Mailbox Options Menu	
Option	**Description**
S (7) [Sec]	Erase the mailbox's Security Code. See Mailbox Security Code Delete on page 2-251.
N (6) [Notif]	Set up Message Notification. See Message Notification on page 2-269.
AT (28) [Time]	Enable or disable Auto Time Stamp. See Auto Time Stamp on page 2-61.
To hear the list of Mailbox Options, dial **0**.	

Related Features

Auto Time Stamp

InMail can optionally announce the time and date the message was left.

Mailbox Security Code Delete

The System Administrator can delete the security code for any Subscriber Mailbox.

Message Notification

Message Notification dials a telephone or pager number to let the user know they have new messages in their mailbox.

Programming

No additional programming required.

Operation

Accessing the Mailbox Options Menu		
Log On to Subscriber Mailbox.		
OP (67)	Access the Mailbox Options Menu. [Not applicable]	
	0	Plays Help message.

Mailbox Security Code Delete

Description

The System Administrator can delete the security code for any Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox security code speeds up mailbox log on. Without a security code, the subscriber just presses their Message key to immediately log on to their mailbox.

Related Features

Mailbox Options Menu
Mailbox Security Code Delete is available on the Mailbox Options Menu.

Security Code
Subscriber Mailboxes can have Security Codes.

System Administrator
The System Administrator can delete a mailbox security code.

Programming

No additional programming required.

Operation

Deleting a Mailbox Security Code				
Log On to System Administrator's Mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			S (7)	Erase the mailbox Security Code. [Not applicable]
			#	Go to the System Administrator Menu. [Exit]
	0	Plays Help message.		

Main Menu

Description

After a Subscriber Mailbox user logs into their mailbox, InMail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. It includes listening and recording options, as well as additional selections for recording mailbox names and greetings. The chart below summarizes these options.

Mailbox Main Menu	
Option	**Description**
L (5) [Lstn]	Listen to messages. See Listening to Messages on page 2-231.
RS (77) [Rec]	Record and send a message. See Message Record on page 2-281.
G (4) [Greet]	Record a mailbox greeting. See Greeting on page 2-173.
RN (76) [Not applicable]	Record a mailbox name. See Mailbox Name on page 2-245.
1N (16) [Not applicable]	Select the New Message List. See Message Listen Mode on page 2-267.
1S (17) [Not applicable]	Select the Saved Message List. See Message Listen Mode on page 2-267.
1A (12) [Not applicable]	Select the All Message List. See Message Listen Mode on page 2-267.
OP (67) [Not applicable]	Use the Mailbox Options. See the following: See Security Code on page 2-327. See Message Notification on page 2-269. See Auto Time Stamp on page 2-61.
SA (72) [Not applicable]	Access the System Administrator options. See System Administrator on page 2-337.
TI (84)	Check the current time and date. See Time and Date on page 2-343.
X (9) [Exit]	Exit your mailbox. See Exiting a Mailbox on page 2-145.
To hear the complete Main Menu of options, dial 0 while in the Main Menu.	

Related Features

See the Mailbox Main Menu chart above.

Programming

No additional programming required.

Operation

Accessing the Mailbox Main Menu		
Log On to Subscriber Mailbox. You automatically go to the mailbox Main Menu.		
	0	Plays Help message which summarizes the Main Menu options. See Mailbox Main Menu on page 2-253 for the Main Menu options.

Make Call

Description

Make Call lets a Subscriber Mailbox user listen to a voice message and dial MC to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from coworkers. Make call is available for messages received from outside callers if the system has Caller ID enabled (and provided by the connected telco).

While listening to a message, the telephone display shows the callers number (or extension) in addition to the date and time the message was left.

Automatic Route Selection
Since trunk Caller ID data is always received as 10 digits, you must set up Automatic Route Selection (ARS) to properly process the digits dialed during a Make Call callout. For example, it may be necessary to add a leading 1 for all long distance calls or strip the leading 1 and area code from all local calls. Refer to Automatic Route Selection in the SV8100 Programming Manual for more information. Without ARS, all Make Call callouts are dialed exactly as the Caller ID data is received.

Related Features

Caller ID

Make Call for outside calls is available only if the telco provides Caller ID to the telephone system ***and*** the telephone system passes that Caller ID data to the InMail voice mail ports.

Message Reply

Message Reply cannot automatically reply to a message left by an outside caller. Use Caller ID with Return Call instead.

Programming

1. Be sure the telco provides Caller ID to the connected telephone system.
2. Check your telephone system programming to be sure the telephone system is set up to receive Caller ID and pass it to the InMail voice mail ports.

➲ **14-02-10 Analog Trunk Data Setup - Caller ID**

Enable (**1**) a trunk's ability to receive Caller ID data.

. *By default, a trunk's ability to receive Caller ID data is disabled (**0**).*

➲ **14-01-22 Basic Trunk Data Setup - Caller ID to Voice Mail**

Enter **1** (Yes) to enable this option.

. *By default, this option is disabled.*

➲ **20-09-02 Class of Service Options (Incoming Call Service) - Caller ID Display**

Enter 1 (Yes) to enable the Caller ID display at an extension.

. *By default, this option is disabled.*

➲ **20-06-01 Class of Service for Extensions**

Assign Class of Service to extensions.

. *By default, extension 101 has Class of Service 15. All other extensions have Class of Service 1.*

3. Set up Trunk Group Routing.

Make Call callouts use Trunk Group Routing (dial 9) when selecting outbound routes.

➲ **14-05-01 Trunk Groups**

Assign trunks to trunk groups (**1~8**).

. *By default, all trunks are in group **1**.*

➲ **14-06-01 Trunk Group Routing**

Set up Trunk Group Routing. There are 8 routing tables, with 4 routes in each table.

. *By default, the first route in routing table 1 is trunk group 1. No other entries are defined. **This makes trunk group 1 the dial 9 route by default.***

Refer to Trunk Group Routing in the InMail Programming Manual for more.

4. Enable Loop Supervision for the trunks on which you are going to allow remote logons to use Make Call.

➲ **14-01-13 Basic Trunk Data Setup - Loop Supervision**

Enter 1 to enable Loop Supervision for each trunk to be used for External Transfer.

. *By default, this option is enabled for all trunks.*

5. If you are going to allow remote logos to use Make Call, enable Trunk-to-Trunk Transfer for all InMail extensions.

➲ **20-11-14 Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction**

For each InMail extension to be used for External Transfer, enter 0 to enable Trunk-to-Trunk Transfer Restriction. (Entering 1 disables Trunk-to-Trunk Transfer Restriction).

➲ **20-06-01 Class of Service for Extensions**

Assign Class of Service to extensions (1-15).

Operation

Using Make Call from your Mailbox		
Log On to Subscriber Mailbox.		
L (5)	Listen to the message for which you want to make a return call. [Lstn]	
	MC (62)	Dial this code while listening to the message you want to return. [Not applicable] ● Make Call automatically places a return call to the co-worker that left you the message. ● If your system has Caller ID, Make Call can automatically place a return call to your outside caller. ● If you hear “Your call cannot go through,” your system’s Caller ID is not properly set up. You go right back to the listen mode for the message you were listening to when you tried the Make Call.

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Message Count Display

Description

The telephone display provides interactive status updates for the subscriber's mailbox. When initially logged on to the mailbox, the telephone display shows the number of new and saved messages. The message count automatically updates as the subscriber receives new messages and processes older messages.

22- and 34-Button Display

If an extension Message key is optionally assigned as a Message Waiting key (see Programming below), the telephone display can show the number of new Voice Mail messages without the user logging on to their mailbox. If the user has 1 new Voice Mail message in their mailbox, for example, they see the following display:

Enhanced Message Key Operation
When a keyset has 15-02-26 Multiline Telephone Basic Setup: Message Key Operation Mode set to 1, the Message key provides one-button access to InMail. When the user presses Message, they immediately call their mailbox.

When a keyset has 15-02-26 Multiline Telephone Basic Setup: Message Key Operation Mode set to 0, the following occurs:

- If a user has new voice mail messages waiting, pressing Message shows the number of waiting voice mail messages. Pressing Message a second time calls voice mail.
- If a user has new Message Waiting indications left, pressing Message shows the extension that left the Message Waiting. Pressing Message a second time places an Intercom call to the coworker that left the Message Waiting.
- If a user has both new Voice Mail messages and Messages Waiting:
  - Pressing **Message** shows the number of new voice mail messages.
  - Pressing **Vol Up** and **Vol Down** scrolls between the voice mail messages count and the Message Waiting count.

- Pressing **Message** a second time either calls Voice Mail or returns the Message Waiting call, depending on which count is displayed.

Related Features

Not applicable

Programming

1. Optionally assign an extension's MSG key as a Message key.

➲ **15-01-26 Message Key Operation Mode**

Enter **0** to optionally assign the Message key as a Message Waiting key.

. *By default, all extensions have the Message key assigned for Message Waiting (**0**).*

➲ **15-07-01 Programming Function Keys**

For one-button access to the Subscriber Mailbox, set up a Voice Mail key (code 77 + Mailbox number).

. *By default, no Voice Mail keys are assigned.*

Operation

Using the Message Count Display
Operation is automatic.

Message Delete

Description

A Subscriber Mailbox user can delete any message left in their mailbox. Message Delete lets the subscriber do their own mailbox maintenance. They can delete messages they no longer need and save messages that contain essential information. With Message Delete, the subscriber doesn't have to rely on the System Administrator to perform these routine mailbox maintenance functions.

Related Features

Erasing All Messages

The System Administrator can delete all messages in a Subscriber Mailbox.

Subscriber Mailbox

A subscriber can log on to their mailbox and delete any of their messages.

Programming

No additional programming required.

Operation

Deleting a Message		
Log On to Subscriber Mailbox.		
L (5)	Access Message Listen mode (to listen to the message that you want to delete). [Lstn]	
	E (3)	Erase the message. [Erase] ● You automatically return to the Message Listen mode. ● The message count updates after the user hangs up.

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Message Forward

Description

A Subscriber Mailbox user can forward a message in their mailbox to a coworker or coworkers. Forwarding is helpful when a subscriber receives a message with which a coworker can assist them. Rather than sending a new message, the subscriber can just forward the message with which they need help. If needed, they can send the message to up to 10 other mailboxes. They can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

InMail erases the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

Related Features

Call Forward to a Mailbox

An extension user can easily forward calls to their mailbox.

Programming

No additional programming required.

Operation

Forwarding a Message					
Log On to Subscriber Mailbox.					
L (5)	Access the Message Listen mode (to listen to the message that you want to forward). [Lstn]				
	MF (63)	Access the Message Forward Menu. [Not applicable]			
		Enter the number of the mailbox to which you want to forward the message.			
			#	Start recording. [Cont]	
				Record a comment that will precede the forwarded message**,** OR Dial # to forward without a comment.	
				While recording a comment for your forwarded message.	
				*	Pause or restart recording. [Resume]
				E (3)	Cancel the forwarding and exit your mailbox. [Cncl]
				#	End the recording. [Done]
			*	Back up and re-enter the mailbox number. [MBOX]	
		#	Go back to the Message Listen mode. [Exit]		
	#	Exit the Message Listen mode and go to the Mailbox Main Menu. [Exit]			
0	Plays Help message.				

Message Length

Description

You can set the maximum length of a message that can be left in a Subscriber Mailbox. When a caller tries to leave a message that exceeds the limit, they hear, “You have reached the recording limit.” InMail sends the portion of the message that fits within the allowed Message Length and hangs up. The Message Length option helps maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. InMail cuts off the message when the caller reaches the Message Length limit. On the other hand, if you hear that InMail is cutting off caller’s messages prematurely, increase the Message Length for more time.

Related Features

Not applicable

Programming

1. Set the maximum length of recorded messages.

➲ **47-01-03 Subscriber Message Length (Subs Msg Length)**

This option sets the maximum length (1~4095 seconds) of recorded messages for:

- Subscriber Mailbox users dialing RS (77) to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message.
- Subscriber Mailbox Greetings.
- Mailbox Names.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

. *By default, these types of messages are **120** seconds long maximum.*

2. Set the maximum length of recorded Quick Messages.

47-01-04 Non-Subscriber Message Length (Mbox Msg Length)

This option sets the maximum length (1~4095 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

. *By default, these types of messages are **120** seconds long maximum.*

Operation

Not applicable

Message Listen Mode

Description

After logging on to their mailbox, the subscriber can select the category of messages they want to hear. Then they can listen to just new messages, just saved messages, or all messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages they want to hear. For example, if a subscriber has many saved messages and just a few new messages, then can log on to their mailbox and dial 1N to select the new message list. When they press L, they then cycle through just their new message.

Initially, a Subscriber Mailbox uses the All Message List. If they select a different message list, InMail reinstates the all Message List the next time they log on to their mailbox.

Related Features

Main Menu

The Message Listen mode options are mailbox Main Menu selections.

Programming

Not applicable

Operation

<table>
<tr><th colspan="4">Message Listen Mode</th></tr>
<tr><td colspan="4">Log On to Subscriber Mailbox.</td></tr>
<tr><td></td><td colspan="3">[Not applicable]</td></tr>
<tr><td></td><td></td><td>1N
(16)</td><td>Listen to new messages.
[Not applicable]</td></tr>
<tr><td></td><td></td><td>1S
(17)</td><td>Listen to saved messages.
[Not applicable]</td></tr>
<tr><td></td><td></td><td>1A
(12)</td><td>Listen to all messages.
[Not applicable]</td></tr>
<tr><td></td><td>0</td><td colspan="2">Plays Help message.</td></tr>
</table>

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Message Notification

Description

Once activated by the Subscriber Mailbox user, Message Notification dials a telephone number to let the user know when there are new messages in their mailbox. With Message Notification, a subscriber who is out of the office does not have to keep calling their mailbox remotely to find out if they have new messages. In-Mail lets them know automatically. Notification can call extensions, local numbers, long distance numbers and digital pagers.

Licenese permitting up to 5 destinations can be set. By default only one destination is permitted.

When a Subscriber Mailbox user sets up Message Notification, they choose from the following options:

- If Message Notification is enabled or disabled.
  (Message Notification can only occur if it is enabled.)
- The time of day Message Notification should begin and end.
  (Callouts only occur between the begin and end times.)
- The type of device Message Notification is calling.
  (Message Notification can call a normal telephone number or a digital pager.)
- The telephone or pager service phone number.

To protect your mailbox from unauthorized access, be sure to record a security code for your mailbox before enabling Message Notification.

How Message Notification Works to Normal Telephone Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).
2. When the subscriber receives a new message, InMail immediately dials the destination that should receive the Message Notification.
   - InMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. If the recipient answers, InMail plays the notification message (“Hello, I have a message for”) and asks the recipient to dial 1 to log on to their mailbox. The recipient hears the notification message if:
   - They say “Hello” after answering the callout.

     - OR -
   - The system receives answer supervision from the telco after the recipient answers

the call.

. *Note that the recipient can skip the announcement by dialing 1 to log on to their mailbox after answering the callout – without saying "Hello."*

- The notification is to a system extension.

4. After the recipient logs on to the mailbox, the notification is considered acknowledged and does not reoccur until the subscriber receives new messages.

5. If the recipient doesn't answer, the system retries the callout number. After completing the programmed number of callout attempts, Message Notification stops.

6. After the notification process begins, a new message does not restart the process if it is already in progress. After the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message restarts the process.

Related Features

Security Code

To protect their mailbox from unauthorized access, the subscriber should be sure to record a Security Code for your mailbox before enabling Message Notification.

Programming

Programming that Applies to All Types of Message Notification

1. Set up Trunk Group Routing.
   Message Notification callouts use Trunk Group Routing (dial 9) when selecting outbound routes.

➲ **14-05-01 Trunk Groups**

Assign trunks to trunk groups (1~8).

. *By default, all trunks are in group **1**.*

➲ **14-06-01 Trunk Group Routing**

Set up Trunk Group Routing. There are 8 routing tables, with 4 routes in each table.

. *By default, the first route in routing table 1 is trunk group 1. No other entries are defined. This makes trunk group 1 the dial 9 route by default.*

Refer to Trunk Group Routing in the SV8100 Programming Manual for more.

2. Set the maximum number on incomplete callout attempts.

➲ **47-01-14 Number of Callout Attempts (Notify Call Attmpt)**

Set how many times (1~99 attempts) InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.

. *The default setting for this option is **5** attempts.*

3. Be sure Message Waiting lamp for Subscriber Mailboxes is on.

➲ **47-02-08 Message Waiting Lamp (Update MW Lamp)**

Enter 1 (Yes) to enable Message Waiting lamp.

If Message Waiting lamp is disabled (0), Message Notification will not function.

. *By default, this option is 1 (Yes).*

Unique Programming for Non-Pager Message Notification

1. Set the intervals InMail waits between incomplete non-pager Message Notification callouts.

➲ **47-01-10 Wait Between Non-Pager Callout Attempts (Notify N-Pgr Intvl)**

Set the minimum time (1~255 minutes) between non-pager Message Notification callouts in which the destination answers, says “Hello,” dials 1 to acknowledge and then enters the wrong security code.

. *The default for this option is **20** minutes.*

➲ **47-01-11 Wait Between Busy Non-Pager Callout Attempts (Notify Busy Intvl)**

Set how long InMail will wait (1~255 minutes), after it dials a busy non-pager callout destination, before retrying the callout number.

. *The default for this option is **15** minutes.*

47-01-12 Wait Between RNA Non-Pager Callout Attempts (Notify RNA Intvl)

Set how long InMail will wait (1~255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number. The default setting for this option is 30 minutes.

There are three types of unanswered non-pager callouts:

- If the callout rings the destination longer than the 47-01-13 Wait for Answer Non-Pager Callout Attempts option.
- If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log on to their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
- If the destination answers and then hangs up without saying “Hello.” This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine which insufficient outgoing message volume.

. *The default for this option is **30** minutes.*

2. Set how InMail determines when a non-pager callout rings without being answered.

47-01-13 Wait for Answer Non-Pager Callout Attempts (Notify RNA Rings)

If a non-pager callout rings the destination longer than this option (1~99 rings), InMail marks the call as unanswered (Ring No Answer) and hangs up.

. *The default for this option is **5** rings.*

47-20-01 Notification (Index 1~5)

For the selected entry, enable or disable each individual notification destination

. *The default for this is off*

47-20-02 Notification Begin hour (Index 1~5)

For the selected entry, enter the time for the notification attempts for this index to begin

. *The default for this is 0*

47-20-03 Notification End hour (Index 1~5)

For the selected entry, enter the time for the notification attempts for this index to end

. *The default for this is 0*

47-20-04 Notification Type (Index 1~5)

Enter the notification type for this index.

For the selected entry, choose voice when the entry is for a regular office, home or mobile telephone

0 = undefined

1 = voice

2 = pager

47-20-05 Notification Number (Index 1~5)

For the selected entry, use this option to set the telephone number (16 digits maximum). Enter the number exactly as you wish the system to dial it but do not include a dial access code (such as 9). If the number matches an extension number it will be an intercom call, otherwise it will be an outside call.

. *Default = no entry*

47-20-06 Notification Busy Attempts (Index 1~5)

For the selected entry, use this option to set how many times InMail will try an incomplete Message Notification callout to a busy destination (0~99).

. *Default = 5 attempts*

47-20-07 Notification Ring no Answer Attempts (Index 1~5)

For the selected entry, use this option to set how many times Inmail will retry an incomplete Message Notification attempt when th edestination does not answer. (0~99)

. *Default = 5 attempts*

47-20-08 Notification Security (Index 1~5)

For the selected entry, use this option to enable or disable the security code protection for the callout. If enabled, the user is required to enter their security code in order to log on and hear the new message. If disabled, the security is not required.

. *Default = enabled*

Operation

Setting Up Message Notification						
Log On to Subscriber Mailbox.						
OP (67)	Access the Mailbox Options menu. [Not applicable]					
	N (6)	Access the Message Notification Options Menu. [Notif]				
		InMail plays a summary of your Message Notification settings. The your telephone display shows your current notification settings (see sample below). For telephone numbers Notify On 8am- 5pm Number: 12039265400 **- OR -** For Pager Numbers Notify On 8am- 5pm Pager: 12039265400				
		O (6)	Turn Message Notification on or off. [On] [Off]			
		C (2)	Change your Message Notification setup. [Chnge]			
			When you see: Notification Begin			
				Enter the hour you want Message Notification to begin. Enter 2 digits for the hour		
					A (2)	Select AM [AM]
					P (7)	Select PM [PM]
				*****	Skip this option without changing your entry. [Next]	
				#	Back up to the previous level without changing your entry. [Exit]	
			When you see: Notification End			
				Enter the hour you want Message Notification to end. ● Enter 2 digits for the hour. ● For 24-hour notification, make the End Time the same as the Start Time.		
					A (2)	Select AM [AM]
					P (7)	Select PM [PM]

Setting Up Message Notification (Continued)						
				*	Skip this option without changing your entry. [Next]	
				#	Back up to the previous level without changing your entry. [Exit]	
			When you see: Notify Via			
				N (6)	The notification destination is a telephone number. [Num]	
				D (3)	The notification destination is a digital pager (not supported). [Pager]	
				*	Skip this option without changing your entry. [Next]	
				#	Back up to the previous level without changing your entry. [Exit]	
			When you see: Number			
				Enter the Message Notification callout number (16 digits max). ● Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required). ● If the number you enter is 4 digits or less, it is an Intercom call. If it is more than 4 digits, it is an outside call.		
					#	Accept the number entered and back up to the previous level. [OK]
					[Clear]	Erase the number you just entered.
				*	Skip this option without changing your entry. [Next]	
				#	Back up to the previous level without changing your entry. [Exit]	
		#	Go back to the Mailbox Options menu. [Exit]			
	#	Go back to the Main Menu. [Exit]				
0	Plays Help message.					

Answering a Message Notification Callout to a Telephone

To answer a Message Notification to a telephone:

1. Answer the callout at the programmed destination.
   - If InMail does not hear your voice (or you do not speak), go to the next step and dial **1** to proceed.
2. Dial **1** to accept the Message Notification.
   - OR -
   hang up to have the Message Notification call back later.
3. When you dial **1**, you automatically log on to the subscriber mailbox that left you the Message Notification.
   - If you do not log on to your mailbox, InMail resends your notification.

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Message Playback Direction

Description

When a user dials **L** (5) after logging on to their mailbox, InMail plays their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. Since Message Playback Direction lets a subscriber listen to messages in the order they find most helpful, check with them to find out how they want this option set. If the subscriber prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the subscriber wants to be reminded of their oldest messages first, enable FIFO (first-in-first-out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

Related Features

Listening to Messages

Programming

1. Set the Message Playback Direction for a Subscriber Mailbox.

➲ **47-02-04 Message Playback (Message Playback)**

The options are:
0 - FIFO (first-in-first-out, or oldest messages first).
1 - LIFO (last-in-first-out, or newest messages first).

. *By default, this option is **0** (FIFO, or first-in-first-out).*

Operation

Not applicable

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Message Record

Description

See Record and Send a Message on page 2-313.

Related Features

See Record and Send a Message on page 2-313.

Programming

See Record and Send a Message on page 2-313.

Operation

See Record and Send a Message on page 2-313.

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Message Reply

Description

A Subscriber Mailbox user can reply to a message from a coworker by dialing RE, without knowing the caller's extension or mailbox number. Message Reply saves the subscriber valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the coworker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

Related Features

Make Call

Message Reply does not apply to outside calls. If the telephone system provides Caller ID information to InMail, a subscriber can use Make Call (MC) to call the person back.

Programming

No additional programming required.

Operation

Message Reply				
Log On to Subscriber Mailbox.				
L (5)	Listen to your messages. [Lstn]			
	While listening to a message.			
		RE (73)	Reply to the message. [Not applicable] If the mailbox does not exist, you are prompted to enter the mailbox number to receive the reply. This can occur if you dial RE while listening to a message from an outside caller.	
			#	Start recording. [Cont]
				Options available while recording.

Message Reply					
				*	Pause or restart recording. [Resume] [Pause]
				E (3)	Erase recording. [Cncl]
				#	End the recording. [Done]
			*	Back up and re-enter the mailbox number. [MBOX]	
			[Exit]		Exit without recording and go back to the Message Listen menu.
		#	Exit and go back to the mailbox Main Menu. [Exit]		
0	Plays Help message				

Message Storage Limit

Description

Message Storage Limit sets how many messages can be left in a Subscriber Mailbox. Message Storage Limit is another invaluable tool for managing InMail's voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so subscribers can store additional messages. Be sure to let the subscribers know how many messages their mailboxes can hold. By default, InMail can store up to 99 messages in System Admin mailbox 101 and 20 messages in all other Subscriber Mailboxes.

Related Features

Erasing All Messages
The System Administrator can delete all messages in a Subscriber Mailbox.

Message Delete
A Subscriber Mailbox user can delete any messages left in their mailbox.

Programming

1. Set the maximum number of messages that can be left in a Subscriber Mailbox.

➲ **47-02-03 Number of Messages (Number of Messages)**

Enter the maximum number of messages the mailbox can store (**0~99**).

If a caller tries to leave a message after the maximum number is reached, they hear: "That mailbox is full." InMail then hangs up.

. *By default, the maximum number of messages that can be left is 99 for extension 200 and 20 for all others.*

Operation

Not applicable

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Message Waiting Lamp

Description

An extension's Message Waiting (MSG) lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. After InMail is properly installed and programmed, telephone Message Waiting Lamp operation is automatic. The lamp flashes fast when new messages are in the extension user's mailbox. The Message Waiting Lamp is a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

Related Features

None

Programming

1. Turn Message Waiting lamp for Subscriber Mailboxes on or off.

➲ **47-02-08** **Message Waiting Lamp (Update MW Lamp)**

Enter **0** (No) to disable Message Waiting lamp.

Enter **1** (Yes) to enable Message Waiting lamp.

If Message Waiting lamp is disabled (0), Message Notification does not function.

. *By default, this option is 1 (Yes).*

2. Select Message Waiting Lamp color.

➲ **15-02-28** **Message Waiting LED Color**

Enter **0** = Flashes Green

Enter **1** = Flashes Red

. *By default, this option is set to 1 (Flashes Red).*

Operation

Not applicable

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Multiple Company Greetings

Description

The Automated Attendant can answer each individual trunk (outside line) with a unique greeting and unique set of dialing options. Since there are a total of 8 Answer Tables, this allows up to 8 companies or departments to share a single InMail. Callers to each company hear the company greeting (Instruction Menu) and can dial options that may be only available to that specific company. Set this up as follows:

- Assign a unique Answer Table (1~8) to each trunk that you want to have an individual greeting.
- For each Answer Table, assign the Call Routing Mailbox that handles the call.
- For each assigned Call Routing Mailbox, set up the dialing options (Dial Action Table) and record an Instruction Menu.

If multiple companies or departments share an InMail, messaging and calling between the workers of each company or department is not restricted.

Related Features

Answer Tables
Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant
The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Routing Mailbox
The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table
Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Programming

1. Assign an Answer Table to each trunk.

➲ **47-10-01 Answer Table Assignment (Answer Table)**

Assign an Answer Table (1~8) to each trunk that the Automated Attendant should answer.

. *By default, all trunks are assigned to Answer Table 1.*

2. See the following features for more:
   Answer Tables on page 2-45.
   Automated Attendant on page 2-63.
   Routing Mailbox on page 2-317.
   Dial Action Table on page 2-105.

Operation

Not applicable

Next Call Routing Mailbox

Description

The Next Call Routing Mailbox provides callers with additional dialing options while listening to a Subscriber Mailbox recorded, or the default greeting. It also provides additional dialing options to callers routed to an Announcement Mailbox. Next Call Routing Mailbox lets the caller choose how InMail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up.

Subscriber Mailbox Options

The following chart shows the additional dialing options a caller has while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options. For an explanation of the options a caller can dial while recording, see Record and Send a Message on page 2-313.

Dialing Options while Listening to a Subscriber Mailbox Greeting				
47-02-14 Next Call Routing Mailbox	**47-02-13 Dialing Option**	**Digit Dialed**	**Action**	
			Trunk Call	**Intercom Call**
Undefined	No	0	Caller hears, “That is an invalid entry,” and the greeting repeats.	
		1~9		
		#	InMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
1~32 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, “That is an invalid entry,” and the greeting repeats.
		1~9	Caller hears, “That is an invalid entry,” and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
1~32 (valid Call Routing Mailbox)	Yes	0	Caller follows key’s action in Next Call Routing Mailbox.	Caller hears, “That is an invalid entry,” and the greeting repeats.
		1~9		
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Logging On to a Subscriber Mailbox while Listening to the Greeting

A subscriber who wishes to log on to their mailbox while listening to their greeting must have the option set in their Next Call Routing Mailbox. To allow this ability, for example:

Program the Next Call Routing Mailbox # digit as LOGON to IXXX.

While listening to their greeting, the subscriber can dial:

(to route to their Next Call Routing Mailbox), then
and their mailbox number to log on to their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Announcement Mailbox Options

The following charts show how an Announcement Mailbox handles Automated Attendant calls.

The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.

The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.

. *For more information, see Answer Tables on page 2-45.*

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1~32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.
1~32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Routed Announcement Mailbox Routing (If outside caller routes to Announcement Mailbox from Call Routing Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement the caller goes back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1~32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail routes back to the initial Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.

Routed Announcement Mailbox Routing (Continued) (If outside caller routes to Announcement Mailbox from Call Routing Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
1~32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Related Features

Call Forward to a Mailbox

The Next Call Routing Mailbox dial options also apply to a subscriber's Direct Inward Line while it is forwarded to their mailbox.

Record and Send a Message

Turn to this feature for an explanation of the options a caller can dial *while recording*.

Programming

Programming Subscriber Mailboxes

1. Assign the Next Call Routing Mailbox to a Subscriber Mailbox (if required).

➲ **47-02-14 Next Call Routing Mailbox (Next CR Mbox)**

Specify the Routing Mailbox (1~32) that should provide the caller leaving a message with additional dialing options.

. *By default, this option is **1** (Call Routing Mailbox 1).*

2. Optionally allow the caller to dial additional digits (not just 0) once in the Next Call Routing Mailbox.

➲ **47-02-13 Dialing Option (Dialing Option)**

Enter **1** to enable additional dialing options.

. *By default, this option is disabled (0).*

Programming Announcement Mailboxes

1. Assign the Next Call Routing Mailbox for the Announcement Mailbox (if required).

➲ **47-09-01 Next Call Routing Mailbox (Next CR Mbox)**

Specify the Routing Mailbox (1~32) to which the caller should route after hearing the Announcement Mailbox message.

. *By default, this option is **0** (Undefined).*

2. Enter the number of times the Announcement Mailbox message should repeat before routing to the Next Call Routing Mailbox.

➲ **47-09-02 Repeat Count (Repeat Count)**

Specify the number of Announcement Mailbox message repeats (1~10, or 0 for no repeats).

. *By default, this option is **0** (no repeats).*

3. Be sure the Announcement Mailbox does not hang up after playing its message.

➲ **47-09-03 Hang Up After (HangUp)**

Enter 0 (No) to disable this option.

. *By default, this option is disabled (**0**).*

Operation

Not applicable

Park and Page/Auto Attendant Direct to Voice Mail

Park and Page
When an outside call can't go through, Park and Page automatically parks the call and pages the extension user.**Automated Attendant Direct to Voice Mail**

- Calls from the Automated Attendant can go directly to your mailbox without ringing your extension.

Description

Park and Page

Park and Page can automatically Park a call at an extension and Page the user with a prerecorded Paging Message announcing the parked call. The called extension user can then go to any extension and implement Personal Park to pick up the call. With Park and Page, IntraMail tries to locate the person instead of just sending the call to their mailbox. Additionally, there is no need for an operator or receptionist to manually answer the call, park it, and then try to track down the employee.

The Paging Message is usually recorded in the user's own voice and typically says something like, "*Mike Smart, you have a call.*" If the Paging Message is not recorded for the extension, a built-in message will announce the called party's name or extension number (if the name is not recorded).

When Park and Page intercepts the call, it normally offers the caller three options:

1. Dial **1** to leave a message in the called extension's mailbox.
   (The caller hears the mailbox Greeting, if recorded.)
2. Dial **2** to Park and Page.
   (The caller returns to these options if the Park is not picked up.)
3. Dial **3** for other options.
   (Normally, this routes to the extension's Next Call Routing Mailbox.)

Park and Page is available at Personal and Group Subscriber Mailboxes and can be enabled through programming or via the subscriber's Mailbox Options Menu (page 249). Park and Page is not applicable to Intercom calls.

Automated Attendant Direct to Voice Mail (DVM)

When an extension has Automated Attendant Direct to Voice Mail (DVM) enabled, all calls from the Automated Attendant go directly to the subscriber's mailbox. The extension does not ring for Automated Attendant calls. The caller hears the mailbox greeting and can leave a message, but unlike Park and Page is not normally offered any other routing options. A subscriber typically turns on DVM when they need to work at their desk undisturbed by outside calls from the Automated Attendant.

DVM can be enabled by the installer from programming or by the extension user from their Mailbox Options Menu .

Keep in mind that DVM will ***not*** block Intercom calls from co-workers or any other type of outside call not routed through the Automated Attendant. For example, with DVM enabled, Direct Inward Lines and transferred outside calls to an extension work normally.

Conditions

- None

Default Setting

- Park and Page and Automated Attendant Direct to Voice Mail are disabled.

Programming

Setting Up Park and Page for an Extension

1.	**Enable Fixed Call Forward to Voice Mail.**

See Fixed Call Forward in the SV8100 *Features Manual* for more.

2.	**Assign a Next Call Routing Mailbox.**

1. See ***NEXT CALL ROUTING MAILBOX*** for more.
2. For example:

47-02-14: NEXT CALL ROUTING MAILBOX
Enter**1**.
✓By default, this option is 1.

3. **Enable Park and Page.**

47-02-17: ENABLE PAGING

Enter **1** (Yes).

- This option is the same as the *Mailbox Options: Call Options: Page* user setting. The setting you make in this option overrides the *Mailbox Options* setting and visa-versa.

✓ By default, this option is disabled.

Park and Page (Call Handling) For Transferred Outside calls, Direct Inward Lines, and Direct Inward Dialing			
47-02-14: Next Call Routing Mailbox	47-02-13: Dialing Option	47-02-17: Enable Park and Page	Result
Undefined	0 (No)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Undefined	0 (No)	1 (Yes)	If unanswered, caller can dial **1** to leave a message or **2** to Park and Page.
Undefined	1 (Yes)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Undefined	1 (Yes)	1 (Yes)	If unanswered, caller can dial **1** to leave a message or **2** to Park and Page.
Defined	0 (No)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Defined	0 (No)	1 (Yes)	If unanswered, caller can dial **1** to leave a message, **2** to Park and Page, and **3** for other options (from the Next Call Routing Mailbox).
Defined	1 (Yes)	0 (No)	If unanswered, caller hears greeting, can leave a message, and can dial options (from the Next Call Routing Mailbox).
Defined	1 (Yes)	1 (Yes)	If unanswered, caller can dial **1** to leave a message, **2** to Park and Page, and **3** for other options (from the Next Call Routing Mailbox).

Setting up Automated Attendant Direct to Voice Mail (DVM) for an Extension

1. **Should all calls from the Automated Attendant go directly to the subscriber's mailbox?**

If yes:

47-02-09: AUTO ATTENDANT DIRECT TO VOICE MAIL

Enter **1** (Yes).

- This option is the same as the *Mailbox Options: Call Options: Direct to V-Mail* user setting. The setting you make in this option overrides the *Mailbox Options* setting and visa-versa.

✓ By default, this option is 0 (No).

If no:

47-02-09: AUTO ATTENDANT DIRECT TO VOICE MAIL

Enter **0** (No).

- See the next step for call handling.

✓ By default, this option is 0 (No).

2. When DVM is enabled, should Automated Attendant calls immediately do a Park and Page?

If yes:

1. Make sure Park and Page is enabled.
2. ***47-02-18: PAGING OPTION***

   Enter **1** (Immediate).

   ✓ By default, this option is 0 (RNA).

If no:

47-02-18: PAGING OPTION

Enter **0** (RNA).

- The call behaves like any other outside call transferred to the subscriber's mailbox.

✓ By default, this option is 0 (RNA).

Park and Page (Call Handling)
For Automated Attendant Unscreened (UTRF) and Screened (STRF) Transfers

47-02-17: Enable Park and Page	47-02-18: Paging Option	47-02-09: Auto Att Direct to VM	Result
0 (No)	0 (RNA)	0 (No)	If unanswered, caller hears greeting and can leave a message.
0 (No)	0 (RNA)	1 (Yes)	Caller *immediately* hears greeting and can leave a message.
0 (No)	1 (IMM)	0 (No)	If unanswered, caller hears greeting and can leave a message.
0 (No)	1 (IMM)	1 (Yes)	Caller *immediately* hears greeting and can leave a message.
1 (Yes)	0 (RNA)	0 (No)	If unanswered, caller can dial **1** to leave a message or **2** to Park and Page.[1]
1 (Yes)	0 (RNA)	1 (Yes)	Caller *immediately* hears greeting and can leave a message.
1 (Yes)	1 (IMM)	0 (No)	Park and Page occurs *immediately*.

Park and Page (Call Handling) For Automated Attendant Unscreened (UTRF) and Screened (STRF) Transfers			
47-02-17: Enable Park and Page	47-02-18: Paging Option	47-02-09: Auto Att Direct to VM	Result
1 (Yes)	1 (IMM)	1 (Yes)	Caller *immediately* hears greeting and can leave a message.
[1] With a Next Call Routing Mailbox assigned, caller can dial **1** to leave a message, **2** to Park and Page, and **3** for other options.			

Setting Up Park and Page for a Group Mailbox

1. Enable Park and Page.

For a Department Group Mailbox:

47-06-15: ENABLE PAGING

Enter **1** (Yes).

✓ By default, this option is 0 (No).

Setting up Automated Attendant Direct to Voice Mail (DVM) for a Group Mailbox

1. Should all calls from the Automated Attendant go directly to the subscriber mailbox?

For a Department Group Mailbox:

1. If yes:

   47-06-07: AUTO ATTENDANT DIRECT TO VOICE MAIL

   Enter **1** (Yes).

   ✓ By default, this option is 0 (No)

2. If no:

   47-06-07: AUTO ATTENDANT DIRECT TO VOICE MAIL

   Enter **0** (No).

   ✓ By default, this option is 0 (No)

These options are the same as the *Mailbox Options: Call Options: Direct to V-Mail* user setting. The setting you make in this option overrides the *Mailbox Options* setting and visa-versa.

2. When DVM is disabled, should Automated Attendant calls immediately do a Park and Page?

For a Department Group Mailbox:

1. If yes:

   Make sure Park and Page is enabled.

   47-06-16: PAGING OPTION

   Enter **1** (Immediate).

   ✓ By default, this option is 0 (RNA).

2. If no:

   47-06-16: PAGING OPTION

   Enter **0** (RNA).

   - The call behaves like any other outside call transferred to the subscriber's mailbox.

   ✓ By default, this option is 0 (RNA).

Other Related Features

Features

PARK

In unanswered, Park and Page follows the ***24-01-06: SYSTEM OPTIONS FOR HOLD - PARK HOLD TIME***.

InMail Features

None

Operation

Recording your Paging Message				In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To record your Paging Message:				
1.	Log onto your Subscriber Mailbox.			
2.	[Paging Message] [More> + More> + Page]		Select Paging Message. Alternately dial **PG** (74).	
3.	Do one of the following.			
	a.	[Listen] [Lstn]	Select to listen to the current Paging Message (if any). Alternately dial **L** (5).	
			#	Exit the listen mode.

Recording your Paging Message					In these instructions: [Super Display Soft Key] [Keyset Soft Key]
	b.	[Record] [Rec]	Select to record the Paging Message. Alternately dial **R** (7).		
			[Pause] [Pause]	Select to pause recording. • Alternately dial *****.	
			[Resume] [Resume]	Select to resume recording (if paused). • Alternately dial *****.	
			[Cancel] [Cncl]	Select to erase the recording. • Alternately dial **E** (3).	
			[Done] [Done]	Select to confirm the recording and exit the recording mode. • Alternately dial **#**.	
	c.	[Erase] [Erase]	Select to erase the Paging Message. Alternately dial **E** (3).		
	d.	[Back] [Back]	Select to go back to the Mailbox Main Menu. Alternately dial #.		

Setting the Call Handling Options				In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To set your Call Handling options: This includes Automated Attendant Direct to Voice Mail as well as Park and Page.				
1.	Log onto your Subscriber Mailbox.			
2.	[Mbox Options] [More> + Optns]	Select Mailbox Options. (You are at the Mailbox Options Menu). Alternately dial **OP** (67).		
3	[Call Options] [CallH]	Select Call Options. (You are at the Call Handling Options Menu). Alternately dial **CO** (26).		
3.	Do one of the following.			
	a.	[Direct to V-Mail] [DVM]	Select to turn Automated Attendant Direct to Voice Mail on or off. Alternately dial **O** (6).	
		[Paging] [Paging]	Select to turn Park and Page on or off. Alternately dial **E** (3).	
		[Back] [Back]	Select to go back to the Mailbox Options Menu.	

Picking up a Parked Call	In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To retrieve a call parked in a Personal Park Orbit:	
1.	Dial ******.
2.	Dial the number of the extension at which the call is parked.

Programming Voice Mail

Description

You can program (customize) InMail using the PCPro and WebPro programming applications. You can also do limited programming from the System Administrator's mailbox.

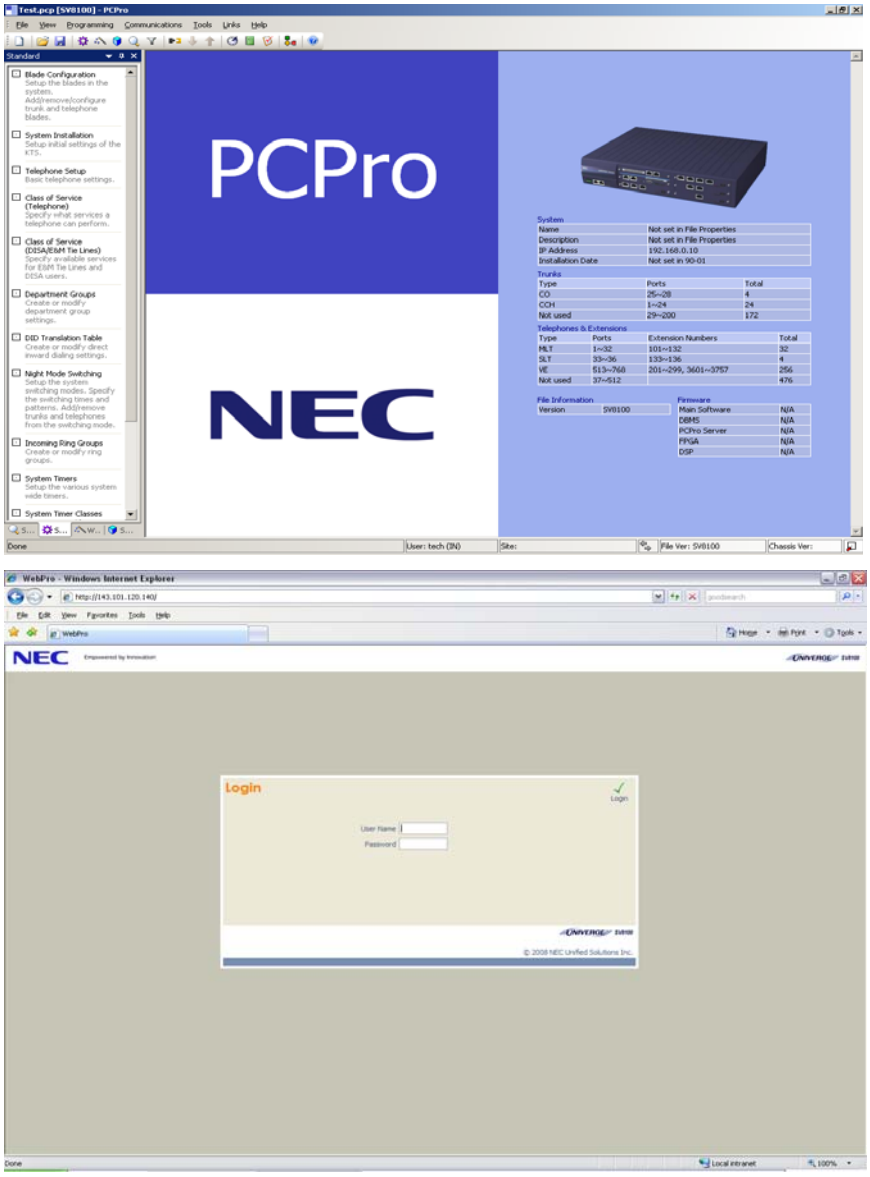

Figure 2-1 PCPro and WebPro Login Screens

Related Features

System Administrator

The System Administrator can do limited InMail programming, such as recording Automated Attendant announcements, recording mailbox names, and deleting messages from mailboxes.

Programming

See Description at the beginning of this feature.

Operation

See Description at the beginning of this feature.

Quick Message

Description

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally *) followed by a mailbox number to leave a message in a Subscriber Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are two Quick Message Dial Action Table actions:

- **Quick Message with Greeting** (REC1)
  The caller hears the mailbox greeting followed by a beep and can leave message. If the greeting is not recorded, the caller hears, “At the tone, you can leave your message for extension xxx (or name if recorded). Start recording at the tone. When you are done, press the # key or hang up.”
- **Quick Message without Greeting** (REC2)
  The caller bypasses the mailbox greeting (hearing “Recording” and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) is heard again.

Related Features

Dial Action Table

After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

Next Call Routing Mailbox

The Quick Message without Greeting option (REC2) is typically used when the Next Call Routing Mailbox option allows the caller to dial a digit to leave a message. Otherwise, the caller hears the mailbox greeting twice (once when initially accessing the mailbox and again when routed by the Next Call Routing Mailbox).

Programming

1. Optionally set up a Quick Message with Greeting (REC1) Action.

47-13-01 Dial Action Tables: REC1 Action - Quick Message With Greeting (3) (REC1)

To have the caller leave a Quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

- For example, to allow callers to leave a Quick Message extensions 200~299, for key 3 enter REC1 for the Action and XXX for the corresponding Number.

. *By default, key * Action is REC1 and Number is IXXX.*

2. Optionally set up a Quick Message without Greeting (REC2) Action.

47-13-01 Dial Action Tables: REC2 Action - Quick Message Without Greeting (4) (REC2)

To have the caller leave a Quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

- For example, to allow callers to leave a Quick Message extensions 200~299, for key 3 enter REC2 for the Action and XXX for the corresponding Number.

. *By default, key * Action is REC1 and Number is IXXX.*

3. Set the maximum message length for callers leaving a Quick Message in a mailbox.

47-01-04 Non-Subscriber Message Length (Mbox Msg Length)

Set the maximum length (1~4095 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

. *By default, this option is 120 seconds.*

Operation

Leaving a Quick Message
To leave a Quick Message after the Automated Attendant answers: **1.** Dial ***.** **2.** Dial the Subscriber Mailbox number. **3.** Leave message and hang up. **- OR -** Leave message and dial #. o Dialing # may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.

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Record and Send a Message

Description

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. Record and Send a Message is the heart of the InMail voice messaging system. It allows coworkers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, a Subscriber Mailbox user has many recording options from which to choose. The following table shows these options.

Message Recording Options	
Option	**Description**
Options available while recording:	
*****	Pause/resume recording.
E (3)	Erase the recording.
#	End recording.
Dial **0** while recording to hear the list of options.	

Related Features

Listening to Messages

While or after listening to a message, an extension user has many message handling options from which to choose.

Programming

Not applicable

Operation

Record and Send a Message				
Log On to Subscriber Mailbox.				
RS (77)	Record and send a message. [Rec]			
	Enter the number of the mailbox to receive the message.			
		#	Start recording. [Contd]	
			Options available while recording.	
			*	Pause or restart recording. [Resume] [Pause]
			E (3)	Erase recording. [Cncl]
			#	End the recording. [Done]
		*	Back up and re-enter the mailbox number. [MBOX]	
		[Exit]	Exit without recording and go back to the Mailbox Main Menu.	
	#	Exit without recording and go back to the Mailbox Main Menu. [Exit]		

Remote Programming

Description

You can remotely program (customize) InMail using the PCPro and WebPro programming applications. You can also do limited remote programming from the System Administrator's mailbox. Check with NTAC for availability of updated versions of these programs for SV8100. Refer to InMail system documentation for more information.

Related Features

None

Programming

None

Operation

None

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Routing Mailbox

Description

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. By default, InMail provides 32 Call Routing Mailboxes (1~32). However, you can assign any of the 32 Routing Mailboxes as a Call Routing Mailbox. The Call Routing Mailbox is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are three major Automated Attendant components:

- Answer Tables

  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  . *By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.*

- Routing Mailbox

  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

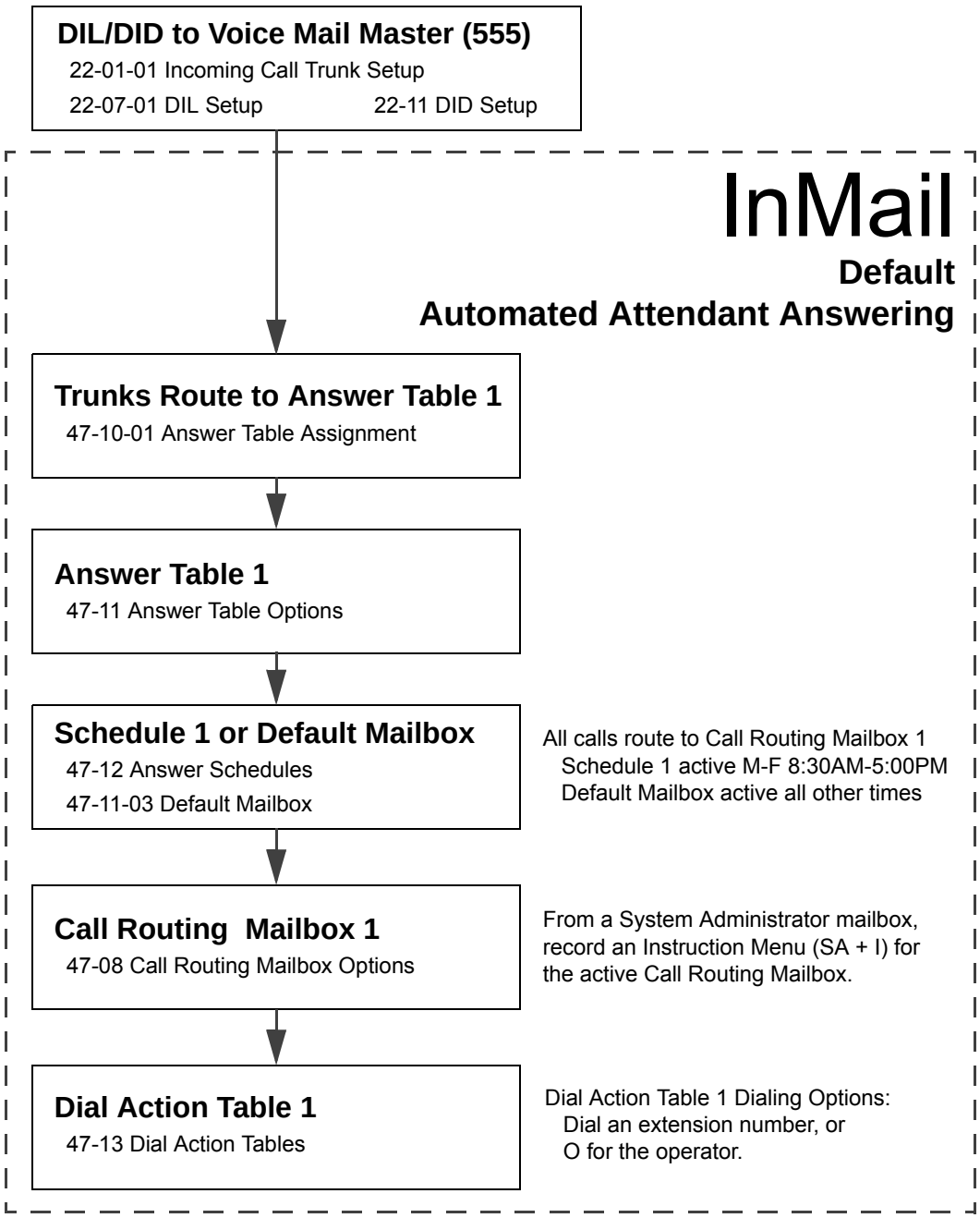
  . *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 531.*

- Dial Action Table

  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  . *By default, Call Routing Mailbox 1 uses Dial Action Table 1.*

The block diagram below shows the default InMail Automated Attendant configuration.


DIL/DID to Voice Mail Master (555)
22-01-01 Incoming Call Trunk Setup
22-07-01 DIL Setup
22-11 DID Setup
InMail
Default
Automated Attendant Answering
Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment
Answer Table 1
47-11 Answer Table Options
Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-03 Default Mailbox
All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30AM-5:00PM
Default Mailbox active all other times
Call Routing Mailbox 1
47-08 Call Routing Mailbox Options
From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.
Dial Action Table 1
47-13 Dial Action Tables
Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator.

Related Features

Answer Tables

The Call Routing Mailbox associates specific dialing options (Dial Action Table) with an Answer Table.

Automated Attendant

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Routing Mailbox

The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

System Administrator

The System Administrator can record the Instruction Menu for a Call Routing Mailbox. See *Operation* below.

Programming

1. Set up the Call Routing Mailbox.

➲ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter **1** to assign the mailbox as a Call Routing Mailbox.

. *By default, Routing Mailboxes 1-8 are Call Routing Mailboxes and 9-32 are Announcement Mailboxes.*

2. Record an Instruction Menu for the Call Routing Mailbox:
See Operation on page 2-321.

. *The default Instruction Menu is: "If you are calling from a touch tone phone..."*

3. Assign Dial Action Table to provide dialing options for this Call routing Mailbox:

➲ **47-08-01 Dial Action Table (Dial Action Table)**

Enter the Dial Action Table (e.g., 1) that will provide the dialing options.

. *By default, all Call Routing Mailboxes use Dial Action Table 1.*

4. Change the amount of time Automated Attendant callers have to dial options:

. *See Automated Attendant on page 2-63 for more.*

47-08-03 Time Limit for Dialing Commands (Dialing Timeout)

Enter the new timeout duration (0-99 seconds).

. *By default, Automated Attendant callers have 5 seconds to dial commands.*

In the event the timeout duration is exceeded or is not programmed, the following actions occur:

- When a Timeout action is programmed, the call routes to that destination.
- When a Timeout action is not programmed, the Instruction Menu repeats 3 times and then InMail hangs up.

5. Set the Maximum Length of Instruction Menus:

47-01-03 Subscriber Message Length (Subs Msg Length)

This sets the maximum message length (**1-4095** seconds) for Instruction Menus.

. *The default setting is **120** seconds.*

Operation

Recording an Instruction Menu for a Call Routing Mailbox					
Log On to System Administrator's mailbox.					
SA (72)	Access System Administrator options. [Not applicable.]				
	I (4)	Select Instruction Menus. [Instr]			
		Enter the Call Routing Mailbox number (001~008).			
			L (5)	Listen to the current Instruction Menu (if any). [Lstn]	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. [Rec]	
				Record message.	
				*	Pause or restart recording. [Resume] [Pause]
				E (3)	Erase recording. [Cncl]
				#	Exit recording mode. [Done]
			E (3)	Erase the Instruction Menu. [Erase]	
			#	Go back to the System Administrator options. [Exit]	
		#	Go back to the System Administrator options. [Exit]		
0	Plays Help message.				

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Screened Transfer

Description

Screened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Screened Transfer (and its related feature Unscreened Transfer) allows the InMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, InMail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant does not extend the call and provides the caller with additional options.

Screened vs. Unscreened Transfer
Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Screened Transfer and Inactive Mailboxes
Screened Transfer to an extension can occur only if the destination extension has an active mailbox. If the extension's mailbox is inactive, the Automated Attendant caller hears: "That is an invalid entry," and returns to the Automated Attendant.

Screened Transfer (TRF) Operation			
Call = Call answered by the Automated Attendant. Extension = Extension dialed by Automated Attendant caller.			
If Auto Attendant Do Not Disturb is off, see Auto Attendant Do Not Disturb on page 2-57 for more information.			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	**1.** Places a screened (Intercom) call to extension. o If answered, transfers call. **2.** If unanswered[1]: o With no Next Call Routing Mailbox, caller hears greeting and can leave a message. o With a Next Call Routing Mailbox, caller can dial **1** to leave a message or 2[2] for other options.	When busy: ● With no Next Call Routing Mailbox, caller hears greeting and can leave a message. ● With a Next Call Routing Mailbox, caller can dial **1** to leave a message or 2[2] for other options.	When in DND: ● With no Next Call Routing Mailbox, caller hears greeting and can leave a message. ● With a Next Call Routing Mailbox, caller can dial **1** to leave a message or 2[2] for other options.
With Active Greeting Not Recorded	**1.** Places a screened (Intercom) call to extension. If answered, transfers call. **2.** If unanswered[1]: o With no Next Call Routing Mailbox, InMail prompts caller to leave a message. o With a Next Call Routing Mailbox, caller can dial **1** to leave a message or 2[2] for other options.	When busy: ● With no Next Call Routing Mailbox, InMail prompts caller to leave a message. ● With a Next Call Routing Mailbox, caller can dial **1** to leave a message or 2[2] for other options.	When in DND: ● With no Next Call Routing Mailbox, caller hears greeting and can leave a message. ● With a Next Call Routing Mailbox, caller can dial **1** to leave a message or 2[2] for other options.
If Auto Attendant Do Not Disturb is on, see Auto Attendant Do Not Disturb on page 2-57 for more information.			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded or not recorded	**1.** Sends call immediately to mailbox: o Plays greeting. o Prompts caller to start recording.		
[1] After 47-08-02 Screened Transfer Timeout interval. [2] Dialing 2 routes the call to the Next Call Routing Mailbox for additional dialing options. See Next Call Routing Mailbox on page 2-291.			

Related Features

Answer Tables

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

You cannot program a Call Routing Mailbox as a Screened Transfer (TRF) Dial Action Table destination.

Caller ID

InMail provides Caller ID data for a Screened Transfer call after it is answered.

Dial Action Table

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Forced Unscreened Transfer

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Unscreened Transfer

After an Automated Attendant caller dials an extension, InMail immediately transfers the call to the destination and hangs up.

Programming

1. Assign the TRF action to a key on the active Dial Action Table.

➲ **47-13-01 Dial Action Tables: TRF Action - Screened Transfer (1) (TRF)**

Normally, the corresponding Number option should be XXX. Note the key you choose for this action is the first digit of the called extension.

- For example, to allow callers to place Screened Transfers to extensions 200~299, for key 3 enter TRF for the Action and XXX for the corresponding Number.

To have Screened Transfer call a specific extension, the corresponding Number option should be that extension number. The caller then dials that single digit to reach the extension.

- For example, to have callers dial 8 to reach extension 303, for key 8 enter TRF for the *Action* and 303 for the corresponding Number.

. *By default, key 1 Action is UTRF and Number is XXX. This means that Automated Attendant callers can place Unscreened Transfers to extensions 101~199.*

2. Set how long a Screened Transfer rings an unanswered extension before recalling to the Automated Attendant.

47-08-02 Screened Transfer Timeout (Scrn Trf Timeout)

Set how long a Screened Transfer (TRF) from the Automated Attendant rings (0~255 seconds) an unanswered extension before recalling.

Be sure that the 24-02-04 Transfer Recall Time is longer than the setting of this option. If the Transfer Recall is shorter, Screened Transfers recalls the same as Unscreened Transfers.

. *By default, this option is **15** seconds.*

Operation

Not applicable

Security Code

Description

A mailbox can have a security code to protect it from unauthorized access. A Security Code must have 4 digits, using 0~9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox, unless they know the code.

From R4 revision software an option is available to enable the security code only on remote extensions or external access.

Related Features

System Administrator

The System Administrator can delete a mailbox security code.

Programming

- **47-02-25 Security Code option for Subscriber Mailboxes**

  Set whether security code option is set to 'always required' or 'remote logon only'.

- **47-06-23 Security Code Option for Group mailboxes**

  Set whether security code option is set to 'always required' or 'remote logon only' for group mailboxes set as subscriber.

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox)				
Log On to Subscriber Mailbox.				
OP (67)	Access the Mailbox Options Menu. [Not applicable]			
	S (7)	Access the Security Code options. [Sec]		
		Enter new Security Code (4 digits).		
			C (2)	Accept Security Code entry and go back to the Mailbox Options Menu. [OK]
			I (4)	Do not accept Security Code entry and go back to the Security Code options Menu. [Clear]
			[Exit]	Exit to the Mailbox Options menu without changing your Security Code.
		*	Optionally erase your Security Code and go back to the Mailbox Options Menu. [Erase]	
		#	Exit to the Mailbox Options Menu without making any changes to your Security Code. [Exit]	
0	Plays Help message			

Deleting a Security Code (From your System Administrator's Mailbox)				
Log On to System Administrator's mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			S (7)	Erase mailbox's Security Code. [Not applicable]
			#	Go back to System Administrator options. [Exit]
0	Plays Help message.			

Single Digit Dialing

Description

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an InMail feature. Single Digit Dialing simplifies the Automated Attendant since the caller dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to customize the active Instruction Menu so it describes which digits the caller should dial to use the available options.

All of the features in the following Dial Action Table Key Action Summary table are accessible from a single Dial Action Table digit.

Dial Action Table Key Action Summary

Action	Description	Feature Reference
TRF	Screened Transfer (1) Allows an Automated Attendant caller to place a Screened Transfer to an extension. InMail calls (screens) the destination to see if the call can go through.	Screened Transfer on page 2-323
UTRF	Unscreened Transfer (2) Allows an Automated Attendant caller to place an Unscreened Transfer to an extension.InMail transfers the call the destination and then hangs up.	Unscreened Transfer on page 2-351
REC1	Quick Message with Greeting (3) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller hears the extension's personal greeting.	Quick Message on page 2-309
REC2	Quick Message without Greeting (4) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller ***does not*** hear the extension's personal greeting.	Quick Message on page 2-309
LOGON	Log On to Voice Mail (5) Allows an Automated Attendant caller to log on to a mailbox, either directly or one of their choosing.	Log On to Voice Mail on page 2-237
Hang Up	Hang Up (6) InMail says "Goodbye" and hangs up.	Hang Up on page 2-191
GOTO	Go to a Mailbox, (7) Allows an Automated Attendant caller to route to another mailbox.	Go To A Mailbox on page 2-171
UND	Undefined Routing (0) This action provides no routing.	Not applicable

Related Features

Instruction Menu

The active Instruction Menu should describe the Single Digit Dialing options.

Also refer to Dial Action Table Key Action Summary on page 2-329.

Programming

Refer to Dial Action Table Key Action Summary on page 2-329.

Operation

Refer to Dial Action Table Key Action Summary.

Station Mailbox

Description

Station Mailbox is one of three mailbox categories: Personal, Group and Undefined. Personal Mailbox is the category of mailboxes assigned to stations (extensions). All Personal Mailboxes are Subscriber Mailboxes.

For more on the options available to Station Mailboxes, see Subscriber Mailbox on page 2-333.

Related Features

Group (Shared) Mailbox

Group Mailbox is a category of mailboxes normally used for Department Group overflow.

Programming

See Subscriber Mailbox on page 2-333.

Operation

See Subscriber Mailbox on page 2-333.

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Subscriber Mailbox

Description

A Subscriber Mailbox is the mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides the InMail voice messaging services. For a brief overview of the features available at a Subscriber Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and what programming is required to make it work.

At system startup, InMail automatically assigns a Subscriber Mailbox to extensions 200~263. All other extensions do not have Subscriber Mailboxes automatically assigned. Refer to Programming on page 2-335.

Related Features

Automated Attendant

The Automated Attendant can route callers to a Subscriber Mailbox.

Auto Attendant Do Not Disturb

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone does not ring for calls from the Automated Attendant.

Auto Erase or Save

After a subscriber listens to a message in their Subscriber Mailbox, InMail can automatically erase or save the message.

Live Record

Enable or disable the Live Record beep for the Subscriber Mailbox.

Greeting

A Subscriber Mailbox user can record a personalized greeting for their mailbox. Callers to the user's mailbox hear the prerecorded personalized greeting.

Listening to Messages

Review this feature to learn which features are available to a subscriber while listening to messages.

Make Call

To simplify returning outside calls, InMail can ask the caller leaving a message to enter their phone number prior to leaving the message. The subscriber can then dial **MC** to call the person back.

Main Menu

The Main Menu provides access to the features available to a Subscriber Mailbox.

Message Listen Mode

Set the type of messages a subscriber will listen to when they dial **L** (5) after logging on to their Subscriber Mailbox.

Message Notification

After activation, Message Notification dials up to 3 telephone numbers to let the user know they have new Mailbox messages.

Message Playback Direction

Set the subscriber Mailbox message playback order.

Message Record

Review this feature to learn which features are available to a subscriber while recording and sending a message.

Message Storage Limit

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Subscriber Mailbox.

Security Code

If enabled, a subscriber must enter a security code before logging on to their Subscriber Mailbox.

System Administrator

A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration abilities through the **SA** menu.

Unscreened Transfer

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Programming

1. Set up a Subscriber Mailbox.

➲ **47-02-01 Mailbox Active (Mailbox Active)**

Activate (1) the Subscriber Mailbox.

. *By default, Subscriber Mailboxes 1~8 are active (**1**). All other Subscriber Mailboxes are inactive (**0**).*

➲ **47-02-02 Mailbox Number (Mailbox Number)**

Assign the mailbox number to each active Subscriber mailbox. Normally, the mailbox number is the same as the extension number.

. *By default, mailboxes 1~8 correspond to mailbox numbers 200~207.*

2. Check to be sure message waiting lamp is enabled for the Subscriber Mailbox.

➲ **47-02-08 Message Waiting Lamp (Update MW Lamp)**

Enter 1 (Yes) to enable Message Waiting lamp for each Subscriber Mailbox.

. *By default, this option is **1** (Yes).*

3. Set the maximum length of recorded messages left in the Subscriber Mailbox.

➲ **47-01-03 Subscriber Message Length (Subs Msg Length)**

Set the maximum length (1~4095 seconds) of recorded messages for:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message.
- Subscriber Mailbox Greetings.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

. *By default, these messages are **120** seconds long maximum.*

4. Set the maximum length of recorded Quick Messages left in the Subscriber Mailbox.

➲ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

Set the maximum length (1~4095 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

. *By default, these messages are **120** seconds long maximum.*

Operation

Not applicable

System Administrator

Description

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Menus and deleting messages in a coworker's mailbox. The System Administrator features are an essential part of InMail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging on to their Subscriber Mailbox, the System Administrator can use all of the features in the SA menu. The System Administrator Options table below shows these options.

System Administrator Options

Menu Option	1st Sub Menu	2nd Sub Menu	Description	For more, see:
SA (72) [N/A]			Access the System Administration Options.	
	I (4) [Instr]		Record, listen to or delete an Instruction Menu.	Instruction Menu on page 2-221.
	A (2) [Annc]		Record, listen to or delete an Announcement Menu.	Announcement Message on page 2-39.
	S (7) [Subs]		Access the Subscriber Maintenance Menu.	
		EA (32) [Msgs]	Erase all messages in a mailbox.	Erasing All Messages on page 2-143.
		EG (32) [Greet]	Delete the Greeting.	Greeting on page 2-173.
		EN (36) [Name]	Erase the Mailbox name.	Mailbox Name on page 2-245.
		S (7) [Sec]	Delete the Mailbox security code.	Mailbox Security Code Delete on page 2-251.
		N (6) [RcNam]	Record, listen to or delete the mailbox name.	Mailbox Name on page 2-245.
	V (8) [Info]		Hear InMail prompt version number.	
	O (6) [Sched]		To change the Answering Schedule Override for a table.	Answer Schedule Override on page 2-41.

System Administrator Options (Continued)				
	L (5) [Dlist]		Create, delete and edit Message Distribution Lists.	Distribution List on page 2-125.
	3 [MboxAn]		Record, listen to or delete a Mailbox Announcement message.	Mailbox Announcement Message on page 2-241.

Related Features

Subscriber Mailbox

Only a Subscriber Mailbox can be a System Administrator.

Programming

1. Designate a Subscriber Mailbox as a System Administrator.

➲ **47-02-12 System Administrator (System Admin)**

Enter **1** (Yes) to designate the Subscriber Mailbox as a System Administrator.

. *By default, this option is 1 (Yes) at extension 101 and **0** (No) at all other extensions.*

Operation

Refer to the individual features referenced in the *System Administrator Options on page 2-337*.

Accessing the System Administrator Options	
Log On to System Administrator's Mailbox.	
SA (72)	Access the System Administrator Menu. [Not applicable] ● Turn to *System Administrator Options on page 2-337 for more.*
0	Plays Help message.

System Administrator Mailbox

Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration abilities. InMail can have multiple System Administrator Mailboxes. Turn to System Administrator on page 2-337 for more.

Related Features

Subscriber Mailbox

Only a Subscriber Mailbox can be a System Administrator.

System Administrator

The System Administrator has unique system administration functions, such as recording Welcome Messages and Instruction Menus, and deleting messages in a coworker's mailbox.

Programming

1. Designate a Subscriber Mailbox as a System Administrator.

➲ **47-02-12 System Administrator (System Admin)**

Enter **1** (Yes) to designate the Subscriber Mailbox as a System Administrator.

. *By default, this option is 1 (Yes) at extension 101 and **0** (No) at all other extensions.*

2. Refer to System Administrator on page 2-337 for more programming details.

Operation

See Accessing the System Administrator Options on page 2-338.

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System Re-initialization

Description

Initializing the telephone system automatically initializes all InMail programming. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Re-initializing InMail returns all programmed options to their default values.

Re-initializing the telephone system returns all programmed options to their factory set (default) values. Any site specific programming you have done is erased following re-initialization.

To initialize (erase) Subscriber Mailbox Security Codes and all recordings, use a System Administrator Mailbox.

Related Features

System Administrator

The System Administrator can delete Subscriber Mailbox security codes as well as InMail recorded messages.

Programming

To initialize (Cold Start) the telephone system:

1. Make sure the system (not InMail) CompactFlash card is not installed.
   . *The system does not boot correctly if the system CompactFlash card is installed.*
2. Push the power button to **Off**.
3. Wait 10 seconds before going to the next step.
   . *This gives the system time to complete the shutdown process.*
4. Press and hold the **Load** button, then turn the power switch to **On**.
5. Continue to hold down the **Load** button for at least 3 seconds.
6. Release the **Load** button.
   . *The system restarts in about 2 minutes.*
   . *When the system restarts, the Live LED flashes red.*

. *To erase recorded messages and Subscriber Mailbox Security Code refer to* *System Administrator on page 2-337*.
The recorded messages include:

- *Instruction Menus*
- *Announcement Mailbox messages*
- *Messages left in a Subscriber Mailbox*
- *Subscriber Mailbox greetings*
- *Subscriber Mailbox names*

Operation

Not applicable

Time and Date

Description

Since InMail is completely integrated with the telephone system software, the InMail time and date is the same as the phone system time and date. Since time and date is used on telephone displays and with the Auto Time Stamp and Time and Date Stamp features, be sure to set it accurately. To change the time and date, use the system programmable options. See Programming below. The Time and Date is retained if the telephone system power should fail or the system resets.

In addition, a Subscriber Mailbox user can hear the time and date when they call their mailbox.

Related Features

Auto Time Stamp

After a user listens to a message, InMail can optionally announce the time and date the message was left.

Time and Date Stamp

An extension can listen to a message and dial TI to hear the time the message was sent.

Programming

1. To set the system time and date from system programming:

➲ **10-01-01 Time and Date**

Set the system Time and Date.

2. To set the system time from a system telephone:

- Press Speaker key.
- Dial **828**.
- Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
- Dial two digits for the minutes (00-60).
- Press Speaker to hang up.

Operation

Hearing the Current Time and Date	
Log On to Subscriber Mailbox.	
TI (84)	Access the Time and Date option. ● InMail plays the time and date, and then returns you to the mailbox Main Menu.
0	Plays Help message.

Time and Date Stamp

Description

While listening to a message, a Subscriber Mailbox user can dial **TI** to hear the Time and Date the message was left. This is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With Caller ID installed, a mailbox user can dial TI while listening to a message to hear the time the message was sent, as well as the caller's number.

Related Features

Auto Time Stamp

After a user listens to a message, InMail can optionally announce the time and date the message was left.

Caller ID

With Caller ID installed and programmed, the Time and Date Stamp also includes the caller's number.

Listening to Messages

Turn to this feature for additional listening options.

Time and Date

You can set the system time from system programming or from a system extension. You can set the date only from system programming.

Programming

To get Time and Date Stamp with Caller ID, be sure Caller ID is properly installed and programmed in the connected telephone system.

Operation

Hearing the Time and Date a Message was Left		
Log On to Subscriber Mailbox.		
L (5)	Access the Message Listen mode. [Lstn]	
	TI (84)	Hear the time and date the message was sent. ● Turn to Listening to Messages on page 2-231 for more on your listening options.
0	Plays Help message.	

Transfer to a Mailbox

Description

An extension user can transfer their active call to a coworker's mailbox. This lets the caller leave a personal message for the coworker. Transfer to a Mailbox is one of the big conveniences of InMail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other coworkers.

Related Features

Auto Attendant Do Not Disturb

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Screened Transfer

Automated Attendant Screened Transfers can automatically transfer an outside caller to an extension.

Unscreened Transfer

Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an extension.

Programming

Not applicable

Operation

Transferring your call to a Coworker's Mailbox

To transfer your active call to a coworker's mailbox:

1. Press **Transfer**.
2. Press **Message**.
3. Dial your coworker's mailbox number (e.g., 101 for extension 101).
4. Press Speaker to hang up.
   - To optionally transfer a call to coworker mailbox without first ringing their phone, press **Message** before dialing their mailbox number. (This is the only procedure you can use to transfer to a Guest Mailbox.)
   - To transfer a call to a coworker mailbox from a single line telephone, use the following procedure:
     Hookflash + Dial **717** + Dial the coworker's mailbox + Hang up.

To transfer your active call and leave a message:

1. Press **Transfer**.
2. Dial your coworker's mailbox number (e.g., 101 for extension 101).
3. Dial **8**.
4. Leave a message and hang up.
   . *This procedure can be used for any telephone.*

Undefined Routing

Description

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit and no routing is assigned, InMail plays: “That is an invalid entry.” InMail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined. By default, keys 1, 4, 5, 6, 7, and 8 have Undefined Routing.

Related Features

Dial Action Table

Undefined Routing is a Dial Action Table Action.

Instruction Menu

The active Call Routing Mailbox’s Instruction Menu repeats after a caller dials a digit with an Undefined Routing.

Programming

1. To set up an Undefined Routing for a Dial Action Table:

➲ **47-13-01 Dial Action Tables: UND Action - Undefined Routing (0) (UND)**

For a key that should have an Undefined Routing, the Action entry should be UND. There is no corresponding Number option entry.

. *By default, keys 1, 4, 5, 6, 7, and 8 have Undefined Routing.*

Operation

Not applicable

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Unscreened Transfer

Description

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer (and its related feature Screened Transfer) allows the InMail Automated Attendant to transfer outside calls to system extensions without a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, InMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Unscreened Transfer and Inactive Mailboxes

An Unscreened Transfer goes through to the destination extension even if the destination doesn't have an active mailbox. If the Unscreened Transfer is unanswered at the destination, the call returns to the Automated Attendant.

Unscreened Transfer (UTRF) Operation

- *Call* = Call answered by the Automated Attendant.
- *Extension* = Extension dialed by Automated Attendant caller.

If Auto Attendant Do Not Disturb is off, see Auto Attendant Do Not Disturb on page 2-57.

	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	Transfers call to extension. ● *If answered*, connects call (just like a phone system transfer). ● *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]	1. Transfers call to extension. 2. Retrieves call. 3. *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]	1. Transfers call to extension. 2. Retrieves call. 3. *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]
With Active Greeting Not Recorded	Transfers call to extension. ● *If answered*, connects call (just like a phone system transfer). ● *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. InMail then prompts caller to leave a message.[2]	Transfers call to extension. ● *If answered*, connects call (just like a phone system transfer). ● *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. InMail then prompts caller to leave a message.[2]	Transfers call to extension. ● *If answered*, connects call (just like a phone system transfer). ● *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. InMail then prompts caller to leave a message.[2]

If Auto Attendant Do Not Disturb is on, see Auto Attendant Do Not Disturb on page 2-57.

	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	Sends call immediately to mailbox: ● Plays greeting. ● Prompts caller to start recording.		
With Active Greeting Not Recorded			

[1] After 24-02-04 Transfer Recall Time.

[2] Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).

Related Features

Answer Tables

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Caller ID

InMail provides Caller ID data for an Unscreened Transfer as the call is ringing.

Dial Action Table

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

You cannot program a Call Routing Mailbox as an Unscreened Transfer (UTRF) Dial Action Table destination.

Forced Unscreened Transfer

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Next Call Routing Mailbox

The Next Call Routing settings for a Subscriber Mailbox may provide additional options after the caller leaves a message.

Screened Transfer

After an Automated Attendant caller dials an extension, InMail calls (screens) the destination extension to see if the transfer can go through.

Programming

1. Assign the UTRF action to a key on the active Dial Action Table.

➲ **47-13-01 Dial Action Tables: UTRF Action - Unscreened Transfer (2) (UTRF)**

Normally, the corresponding Number option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

- For example, to allow callers to place Unscreened Transfers to extensions 200~299, for key 3 enter UTRF for the Action and XXX for the corresponding Number.

To have Unscreened Transfer call a specific extension, the corresponding Number option should be that extension's number. The caller then dials that single digit to reach the extension.

- For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the Action and 303 for the corresponding Number.

. *By default, key 0 and TIMEOUT are both UTRF actions to 200. In addition, key 3 is an UTRF action to XXX.*

2. Optionally set the telephone system's Transfer Recall interval.

➲ **24-02-04 Transfer Recall Time**

Unanswered Unscreened Transfers route to the extension's mailbox after this interval.

. *By default, this interval is 30 seconds.*

Operation

Not applicable

Voice Mail Overflow

Description

The telephone system can automatically reroute unanswered outside calls to the In-Mail Automated Attendant. Voice Mail Overflow ensures that InMail picks up calls that do not go through. This allows callers to leave a message rather than having to call back later. Voice Mail can be the overflow destination for the following types of calls:

- Direct Inward Line (DIL) Overflow
  A trunk that directly rings an extension can overflow to that extension's mailbox if not answered.
- Incoming Ring Groups
  A trunk ringing an extension's line keys can overflow to the InMail Automated Attendant.
- Department Calling Groups
  A call to a Department Group master (pilot) number can overflow to InMail if unanswered. The overflow destination is the Group Mailbox assigned to the Department Group. The Group Mailbox can be a:
  - Call Routing Mailbox
    This gives the Department Group caller additional dialing options if their call is unanswered.
  - Announcement Mailbox
    This plays a prerecorded announcement to the Department Group caller if their call is unanswered. The Announcement Mailbox can then hang up or provide additional dialing options.
  - Subscriber Mailbox
    The Department Group caller can leave a message in the groups master mailbox. A Member of the group can then retrieve the message later on.

  The call into the Department Group can be one of the following:

  - A Direct Inward Line to the Department Group master (pilot) number.
  - A Screened Transfer from the InMail Automated Attendant to the Department Group master (pilot) number.
  - An Unscreened Transfer from the InMail Automated Attendant to the Department Group master (pilot) number.

Related Features

Answer Tables
Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant
The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox
The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table
Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Group (Shared) Mailbox
Use Group Mailboxes for:

Department Calling Group Overflow.

Screened Transfer
A Screened Transfer from the InMail Automated Attendant to a Department Group master number can overflow to the group Mailbox.

Unscreened Transfer
An Unscreened Transfer from the InMail Automated Attendant to a Department Group can overflow to the group Mailbox.

Programming

Programming DIL Overflow
1. Set up Direct Inward Lines.

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type 0 (Normal).*

➲ **22-07-01 DIL Assignment**

For each trunk designated as a DIL above, enter the extension number of the DIL destination (e.g., 306). Make a separate entry for each Night Service mode.

. *By default, no DIL destinations are programmed.*

2. Assign InMail as the overflow (no answer) destination.

➲ **22-08-01 DIL/IRG No Answer Destination**

For each trunk assigned as a DIL above, enter the InMail Department Group pilot number to make InMail the overflow (no answer) destination.

. *By default, the overflow (no answer) destination is Incoming Ring Group **1**.*

3. Set the interval after which unanswered calls should route to the overflow destination.

➲ **22-01-04 DIL No Answer Recall Time**

Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination.

. *By default, this interval is **0** (no overflow).*

Programming Incoming Ring Group Overflow

1. Set up the Incoming Ring Group trunks.

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type **0** (Normal) to each Incoming Ring Group trunk. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type **0** (Normal).*

2. Assign InMail as the overflow (no answer) destination.

➲ **22-08-01 DIL/IRG No Answer Destination**

For each trunk assigned as an Incoming Ring Group trunk above, enter the InMail Department Group pilot number to make InMail the overflow (no answer) destination.

. *By default, the overflow (no answer) destination is Incoming Ring Group **1**.*

3. Set the interval after which unanswered calls should route to the overflow destination.

➲ **22-01-04 DIL No Answer Recall Time**

Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination.

. *By default, this interval is **0** (no overflow).*

Programming DID Overflow

1. Set up the Incoming Ring Group trunks.

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type **3** (DID) to each Incoming trunk. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type **0** (Normal).*

2. Assign InMail as the overflow (no answer) destination.

22-11-04 DID Transfer Operation Mode

For each DID required to step over to voice mail, enter the status that the call will step over:

. *1 = Busy, 2 = No Answer, 3 = Both*

. *By default, the DID transfer operation mode is set to 0 ~ No transfer*

22-11-05/06 DID No Answer Destination

For each DID required to step over to voice mail, enter the InMail Ring Group code (102) to make InMail the overflow (no answer) destination.

. *By default, the overflow (no answer) destination is Incoming Ring Group **0**.*

3. Set the interval after which unanswered calls should route to the overflow destination.

22-01-07/08 DID No Answer Recall Time

Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination.

. *22-01-07 = DID no answer timer for Incoming ring groups which by default is set to 20.*

. *22-01-08 = DID no answer timer for Department groups which by default is set to 60.*

Programming Department Calling Group Overflow for Screened Transfers (TRFs)

1. Set up the Department Group.

16-02-01 Department Group Assignment for Extensions.

Assign telephone extensions to a Department Group.

. *By default, telephone extensions are assigned to Department Group 1.*

Assign the InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the InMail.

Do not use Department Group 1.

Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)

11-07-01 Department Group Pilot Numbers

Assign master (pilot) numbers to Department Groups.

2. In the active Dial Action Table, assign a Screened Transfer (TRF) Action to the Department Group master number.

47-13-01 Dial Action Tables: TRF Action - Screened Transfer (1) (TRF)

The corresponding *Number* option should be the Department Group master number.

For example, to allow callers to place Screened Transfers to Department Group 1 (600), enter TRF for the *Action* and 600 for the corresponding

Number.

. *By default, there are to TRF actions assigned to Department Groups.*

3. Set how long the call will ring in the Department Group before overflow occurs.

47-08-02 Screened Transfer Timeout (Scrn Trf Timeout)

For the active Call Routing Mailbox, set how long (**1~255** seconds) the Screened Transfer from the InMail Automated Attendant rings in the Department Group before overflow occurs.

. *By default, this interval is* **15** *seconds.*

4. Set up the Department Group Mailbox.

47-03-02 Group Mailbox Number (Mailbox Number)

The Group Mailbox number must be the same as the Department Group master number.

. *By default, no Group Mailbox numbers are assigned.*

➲ **47-03-03 Group Mailbox Type (Mailbox Type)**

Assign the Group Mailbox category (**2**=Call Routing, **1**=Subscriber, **0**=Undefined).

. *By default, the Group Mailbox type is* **1** *(Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.

If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type:*

47-07 InMail Routing Mailbox Options on page 3-412.

47-08 Routing Mailbox Call Routing Options on page 3-416.

47-09 Routing Mailbox Announcement Options on page 3-419.

If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type:*

47-06-01 Number of Messages on page 3-403.

47-06-02 Message Playback on page 3-403.

47-06-03 Auto Erase/Save of Messages (Auto Erase/Save) on page 3-404.

47-06-05 Recording Conversation Beep (Rec Conv Beep) on page 3-404.

47-06-06 Message Waiting Lamp (Update MW Lamp) on page 3-405.

47-06-07 Auto Attendant Do Not Disturb (Auto-ATT DND) on page 3-405.

47-06-08 Forced Unscreened Transfer (Forced UTRF) on page 3-405.

47-06-09 Auto Time Stamp on page 3-406.

47-06-10 System Administrator (System Admin) on page 3-406.

47-06-11 Dialing Option on page 3-406.

47-06-12 Next Call Routing Mailbox (Next CR Mbox) on page 3-407.

15-07-01 Programming Function Keys on page 3-369.

For each Department Group member, assign a Voice Mail key (code 77) for the group master number. This allows group members to easily retrieve the overflow messages.

Programming Department Calling Group Overflow for Unscreened Transfers (UTRFs)

1. Set up the Department Group.

➲ **16-02-01 Department Group Assignment for Extensions**

Assign telephone extensions to a Department Group.

Assign the InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the InMail.

Do not use Department Group 1.

Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)

➲ **11-07-01 Department Group Pilot Numbers**

Assign master (pilot) numbers to Department Groups.

2. In the active Dial Action Table, assign an Unscreened Transfer (UTRF) Action to the Department Group master number.

➲ **47-13-01 Dial Action Tables: UTRF Action - Unscreened Transfer (2) (UTRF)**

The corresponding Number option should be the Department Group master number.

- For example, to allow callers to place Screened Transfers to Department Group 1 (600), enter UTRF for the *Action* and 600 for the corresponding *Number*.

. *By default, there are two UTRF actions assigned to Department Groups.*

3. Set how long the call will ring in the Department Group before overflow occurs.

➲ **24-02-04 Transfer Recall Time**

Set how long (0~64800 seconds) the Unscreened Transfer from the InMail Automated Attendant rings in the Department Group before overflow occurs.

. *By default, this interval is 30 seconds.*

4. Set up the Department Group Mailbox.

➲ **47-03-02 Group Mailbox Number (Mailbox Number)**

The Group Mailbox number must be the same as the Department Group master number.

. *By default, no Group Mailbox numbers are assigned.*

➲ **47-03-03 Group Mailbox Type (Mailbox Type)**

Assign the Group Mailbox category (2=Call Routing, **1**=Subscriber, **0**=Undefined).

. *By default, the Group Mailbox type is* **1** *(Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.

If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type:*

47-07 InMail Routing Mailbox Options on page 3-412.
47-08 Routing Mailbox Call Routing Options on page 3-416.
47-09 Routing Mailbox Announcement Options on page 3-419.

If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type:*

47-06-01 Number of Messages on page 3-403.
47-06-02 Message Playback on page 3-403.
47-06-03 Auto Erase/Save of Messages (Auto Erase/Save) on page 3-404.
47-06-05 Recording Conversation Beep (Rec Conv Beep) on page 3-404.
47-06-06 Message Waiting Lamp (Update MW Lamp) on page 3-405.
47-06-07 Auto Attendant Do Not Disturb (Auto-ATT DND) on page 3-405.
47-06-08 Forced Unscreened Transfer (Forced UTRF) on page 3-405.
47-06-09 Auto Time Stamp on page 3-406.

47-06-10 System Administrator (System Admin) on page 3-406.
47-06-11 Dialing Option on page 3-406.
47-06-12 Next Call Routing Mailbox (Next CR Mbox) on page 3-407.

Programming Department Calling Group Overflow for a DIL to the Master Number

1. Set up the Department Group.

➲ **16-02-01 Department Group Assignment for Extensions**

Assign telephone extensions to a Department Group.

Assign the InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the InMail.

Do not use Department Group 1.

Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)

➲ **11-07-01 Department Group Pilot Numbers**

Assign master (pilot) numbers to Department Groups.

2. Set up a DIL for the Department Group.

➲ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type **4** to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type* **0** *(Normal).*

➲ **22-07-01 DIL Assignment**

For each DIL you want to ring the Department Group directly, enter the Department Group master number.

. *By default, there are no DIL destinations programmed.*

➲ **22-08-01 DIL/IRG No Answer Destination**

For each DIL to the Department Group master number, enter **102** to make InMail the overflow (no answer) destination.

. *By default, the overflow (no answer) destination is Incoming Ring Group* **1**.

3. Set how long a DIL rings in the Department Group before overflow occurs.

➲ **22-01-04 DIL No Answer Recall Time**

Set how long (**0~64800** seconds) the DIL rings in the Department Group before overflow occurs.

. *By default, this interval is* **0** *(no overflow).*

4. Set up the Department Group Mailbox.

➲ **47-03-02 Group Mailbox Number (Mailbox Number)**

The Group Mailbox number must be the same as the Department Group master number.

. *By default, no Group Mailbox numbers are assigned.*

➲ **47-03-03 Group Mailbox Type (Mailbox Type)**

Assign the Group Mailbox category (**2**=Call Routing, **1**=Subscriber, **0**=Undefined).

. *By default, the Group Mailbox type is* **1** *(Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.

If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type:*

47-07 InMail Routing Mailbox Options on page 3-412.
47-08 Routing Mailbox Call Routing Options on page 3-416.
47-09 Routing Mailbox Announcement Options on page 3-419.

If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type:*

47-06-01 Number of Messages on page 3-403.
47-06-02 Message Playback on page 3-403.
47-06-03 Auto Erase/Save of Messages (Auto Erase/Save) on page 3-404.
47-06-05 Recording Conversation Beep (Rec Conv Beep) on page 3-404.
47-06-06 Message Waiting Lamp (Update MW Lamp) on page 3-405.
47-06-07 Auto Attendant Do Not Disturb (Auto-ATT DND) on page 3-405.
47-06-08 Forced Unscreened Transfer (Forced UTRF) on page 3-405.
47-06-09 Auto Time Stamp on page 3-406.
47-06-10 System Administrator (System Admin) on page 3-406.
47-06-11 Dialing Option on page 3-406.
47-06-12 Next Call Routing Mailbox (Next CR Mbox) on page 3-407.

Operation

Not applicable

Volume Control

Description

Since InMail is completely integrated with the telephone system software, Volume Control is available at a subscriber's keyset any time while listening to a message, greeting, or prerecorded voice prompt. Volume Controls let the user interactively adjust the loudness of the InMail messages and prompts to a comfortable level.

Related Features

Not applicable

Programming

No additional programming required.

Operation

Volume Control
To adjust the volume while using any mailbox feature: **1.** Press **VOL Up** or **VOL Down.**

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Programming

SECTION 1 BEFORE YOU START PROGRAMMING

How to use this chapter

The InMail programmable options allow you to customize the way the features associated with an option work. This Programming chapter provides detailed information to enable you to accomplish the following:

- Find out about each option.
- Review the list of features that an option affects.
- Learn how to enter the option data into system memory.

When you want to customize a feature, refer to information in the Features chapter, Section 3 Feature Descriptions on page 2-26. The Feature Descriptions tells you what options you have to change to get the feature operation you want. Then, look up the options in this section and customize them as required.

SECTION 2 START-UP PROGRAMMING (DEFAULT)

When you install the InMail blade and turn on the system, InMail does not automatically start working, but the following areas are programmed.

- Subscriber Mailboxes are enabled for extensions 200~263. The mailbox numbers are the same as the extension numbers.
- The Automated Attendant does not answer outside calls.

2.1 INMAIL CONFIGURATION

The following programs must be configured in a default system to get InMail functions.

1. The InMail blade is enabled.

➲ **47-01-17 InMail Port**

This option is used to set the first port of InMail. This value can be any valid station port not already in use. By default this option is not assigned. Changing this option requires the CHS2U GW be reset for changes to take effect.

2. Assign InMail extensions to Department Group.

➲ **16-02-01 Department Group Assignment for Extensions**

Assign the InMail extensions to a unique Department Group (e.g., 64).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the In-Mail.

Do not use Department Group 1.

3. Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.) Assign master number to InMail Department Group.

➲ **11-07-01 Department Group Pilot Numbers**

4. Define the Voice Mail Department Group.

➲ **45-01-01 Voice Mail Integration Options – Voice Mail Department Group Number**

5. Set extensions 101-108 to use the Message key for Voice Mail operation.

➲ **15-02-26 Multiline Telephone Basic Data Setup – Message Key Operation Mode**

This option is 0 for all extensions.

No Voice Mail Programmable Function Keys are assigned (*15-07-01 Programming Function Keys* ***does not*** = 77 for any extensions).

6. For extensions 200~263, the Subscriber Mailbox numbers are the same as the extension numbers.

➲ **47-02-02 InMail Station Mailbox Options – Mailbox Number**

Normally, Subscriber Mailbox numbers correspond to the respective extension number. (For example, extensions 200~263 should use

Subscriber Mailbox numbers 200~263).

Options

1~256

Default

Not Assigned

7. Also, the following program must be configured in a default system.

➲ **15-03-01 Single Line Telephone Basic Data Setup - Signalling Type**

Set at DP (Dial Pulse) for InMail extensions.

➲ **15-03-03 Single Line Telephone Basic Data Setup – Terminal Type**

Set at 1 (Special) for InMail extensions.

2.2 Optional InMail Start-Up Programming

Program Voice Mail keys on system extensions.

➲ **15-07-01 Programming Function Keys**

Voice Mail keys are code 77.

Normally, the additional data is the number of the extension you are programming.

You can optionally set up an extension Message key for Voice Mail access in the next step.

Keysets can also have Voice Mail keys for Virtual Extensions, a co-worker, or an uninstalled extension (for Message Center operation).

Extension users can use Service Code 751 to set up their own Voice Mail keys.

. *By default, no Voice Mail keys are assigned.*

2.3 Set up Automated Attendant to Answer Outside Calls

To have Automated Attendant answer outside calls, perform the following:

- Set up Direct Inward Lines (DILs) or DDI's
- Terminate DILs or DDIs to InMail
- After the DILs/DDIs to InMail are set up, all calls are answered by Call Routing Mailbox 1 and Dial Action Table 1.
- Answer Table 1 Runs Monday-Friday from 8:30AM to 5:00PM, and uses Call Routing Mailbox 1.
- At all other times, the Default Mailbox answers – also using Call Routing Mailbox 1.
- Dial Action Table 1 enables the following usage:

- Dial system extensions (if installed) 200~299 & 300~399.
- Dial 0 for an operator (extension 200).
- Dial * + Extension to leave a Quick Message in a mailbox.
- Dial # + Extension to remotely log on to their mailbox.
- Wait on the line to be automatically routed to the operator.

Programming

1. Set up trunks as DILs.

22-02-01 Incoming Call Trunk Setup

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

Assign Service Type 3 to each trunk you want to be a DID. Make a separate entry for each Night Service mode.

. *By default, trunks are Service Type 0 (Normal).*

2. Have the DILs terminate to InMail extension.

22-07-01 DIL Assignment

For each trunk you designate as a DIL, enter the InMail group pilot number. Make a separate entry for each Night Service mode.

. *By default, there are no DIL destinations programmed.*

22-11 DID Assignment

For the required incoming digits, enter InMail pilot number in 22-11-02 or 102 (Voice mail routing) in 22-11-05 or 06 . Make a separate entry for each Night Service mode configured.

SECTION 3 PROGRAM 15 EXTENSION, BASIC SETUP

Program 15-01 Basic Extension Data Set Up

Description

Program 15-01 Basic Extension Data Setup defines the basic settings for each extension.

Use 15-01-01 Extension Name to enter an extension name for Directory Dialing. You can also enter an extension name from the telephone.

. *For information on the other 15-01 Basic Extension Data Setup options, refer to the SV8100 Programming Manual.*

Options

➲ **15-01-01 Extension Name**

Enter the name for each extension, using up to 12 characters, A~Z, upper and lower case letters. Do not use non-alpha characters. To separate a first name from a last name, enter a space or comma as a delimiter. You can enter names in any of the following formats:

- First
- Last
- First (space) Last
- Last (space) First

You can also use Name Programming from the telephone to enter extension names (Speaker + 800 or PRG 15-07/SC 851 + 55).

. *For help with programming names, see Keys for Entering Names on page 3-372.*

. *See Directory Dialing on page 2-111.*

Keys for Entering Names

Key for Entering Names	
When entering names in the procedures below, refer to this chart. Names can be up to 12 digits long.	
Use this keypad digit . . .	**When you want to. . .**
1	Enter characters: **1 @ [¥] ^ _ ` { | } → ← Á À Â Ã Ç É Ê ì ó**
2	Enter characters: **A-C, a-c, 2**.
3	Enter characters: **D-F, d-f, 3**.
4	Enter characters: **G-I, g-i, 4**.
5	Enter characters: **J-L, j-l, 5**.
6	Enter characters: **M-O, m-o, 6**.
7	Enter characters: **P-S, p-s, 7**.
8	Enter characters: **T-V, t-v, 8**.
9	Enter characters: **W-Z, w-z, 9**.
0	Enter characters: 0 ! “ # $ % & ’ ( ) ô Õ ú ä ö ü α ε θ
Q	Enter characters: Q + , - . / : ; < = > ? **B E** σ **S** □ ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow soft key instead to accept and/or add a space.)
Conf	Clear the character entry one character at a time.
Hold	Clear all the entries from the point of the flashing cursor and to the right.

Options

Characters (12 maximum, using upper and lower case letters).

Use a space or comma as the delimiter between the first and last name.

Default

No extension names entered.

15-01 Program Entry

15-01 Basic Extension Data Setup Program Entry (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 1501 + Option.		
	01	Extension Name (12 characters max., A-Z using upper and lower case letters) [No entry] Use a space or comma as the delimiter between the first and last name.
	02	Outgoing Trunk Line Preference (0=Off, 1=On) [0]
	03	SMDR Printout (0=Do not print on SMDR report, 1=Include on SMDR report) [1]
	04	ISDN Caller ID (0=Disable, 1=Enable) [1]
	05	Restriction for Outgoing Disable on Incoming Line (0=Disable, 1=Enable) [0]
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

SECTION 4 PROGRAM 41 ACD SETUP

41-19 Voice Mail Delay Announcement

Description

Use **Program 41-19 : Voice Mail Delay Announcement** to assign In-Mail Call Routing Mailboxes (PRG 47-09) as ACD Delay “Announcement” Mailboxes. Refer to Figure 3-1 ACD Delay Announcement Flowchart on page 3-377 for programming example. Also, refer to the SV8100 ACD Manual for more information.

Conditions

- The KSU must be licensed for ACD and In-Mail in order for this feature to work.
- Call Routing Mailboxes used for Delay Announcements cannot be used for other features.
- Call Routing boxes used for dial options cannot be used for other features.
- When Voice Mail Delay Announcements are being played, InMail talk paths (ports) are used.
- InMail cannot be used for ACD Night Announcement.
- If a caller chooses to dial out of a queue during the delay announcement the caller is immediately removed from the queue.

Options

41-19-01 Delay Message Start Timer

Determine how long the system waits before playing the first Delay Message.

Options

0~64800

Default

0

41-19-02 Mailbox Number for 1st Announcement Message

Assign Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.

Options

Dial (Up to 7 digits)

Default

No Setting

41-19-03 1st Delay Message Sending Count

Determine the 1st Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

Options

0 = No Message Played, 1~255

Default

0

41-19-04 Mailbox Number for 2nd Announcement Message

Assign Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.

Options

Dial (Up to 7 digits)

Default

No Setting

41-19-05 2nd Delay Message Sending Count

Determine the 2nd Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

Options

0 = No Message Played, 1~255

Default

0

41-19-06 Wait Tone Type at Message Interval

Determine what the caller will hear between the messages.

Options

0 = Ring Back Tone

1 = MOH Tone

2 = BGM Source

Default

0

41-19-07 ACD Forced Disconnect Time After 2nd Announcement

Assign how long the system should wait after the end of the ACD delay message before disconnecting.

Options

0~64800

Default

0

41-19-08 Delayed Message Interval Time

Set the timer for the interval between the Delayed Messages

Options

0~64800

Default

20

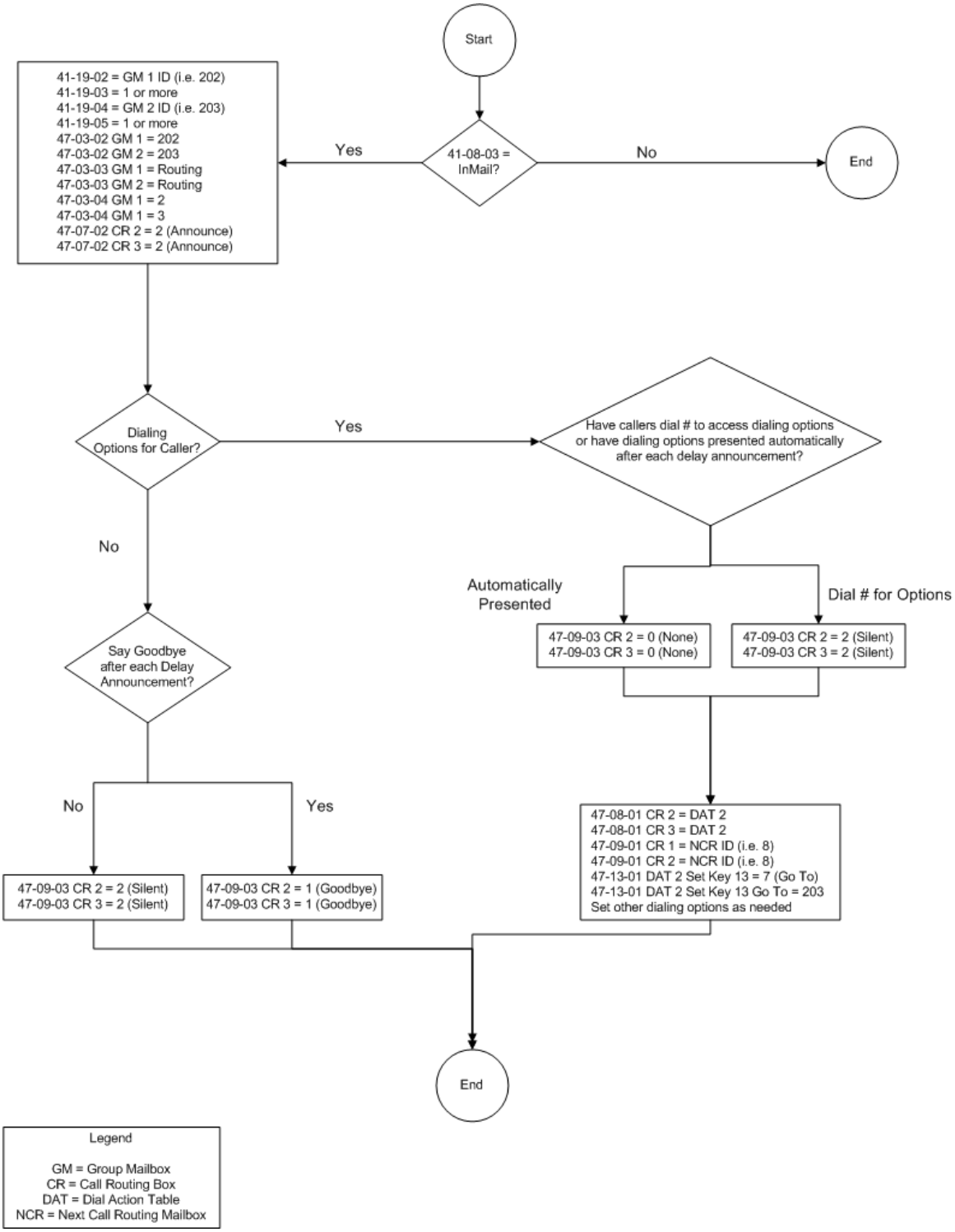

Start
41-19-02 = GM 1 ID (i.e. 202)
41-19-03 = 1 or more
41-19-04 = GM 2 ID (i.e. 203)
41-19-05 = 1 or more
47-03-02 GM 1 = 202
47-03-02 GM 2 = 203
47-03-03 GM 1 = Routing
47-03-03 GM 2 = Routing
47-03-04 GM 1 = 2
47-03-04 GM 1 = 3
47-07-02 CR 2 = 2 (Announce)
47-07-02 CR 3 = 2 (Announce)
Yes
41-08-03 = InMail?
No
End
Dialing Options for Caller?
Yes
Have callers dial # to access dialing options or have dialing options presented automatically after each delay announcement?
No
Automatically Presented
Dial # for Options
47-09-03 CR 2 = 0 (None)
47-09-03 CR 3 = 0 (None)
47-09-03 CR 2 = 2 (Silent)
47-09-03 CR 3 = 2 (Silent)
Say Goodbye after each Delay Announcement?
No
Yes
47-08-01 CR 2 = DAT 2
47-08-01 CR 3 = DAT 2
47-09-01 CR 1 = NCR ID (i.e. 8)
47-09-01 CR 2 = NCR ID (i.e. 8)
47-13-01 DAT 2 Set Key 13 = 7 (Go To)
47-13-01 DAT 2 Set Key 13 Go To = 203
Set other dialing options as needed
47-09-03 CR 2 = 2 (Silent)
47-09-03 CR 3 = 2 (Silent)
47-09-03 CR 2 = 1 (Goodbye)
47-09-03 CR 3 = 1 (Goodbye)
End
Legend
GM = Group Mailbox
CR = Call Routing Box
DAT = Dial Action Table
NCR = Next Call Routing Mailbox

Figure 3-1 ACD Delay Announcement Flowchart

SECTION 5 PROGRAM 45 VOICE MAIL INTEGRATION

45-01 Voice Mail Integration Options

Description

Use **Program 45-01 : Voice Mail Integration Options** to customize certain voice mail integration options.

Input Data

Item No.	Item	Input Data	Default
01	**Voice Mail Department Group Number** Assign which Extension (Department) Group number is to be assigned as the voice mail group (non-networked system).	0~64 0 = No Voice Mail	0
02	**Voice Mail Master Name** Enter the Voice Mail master name (non-networked system).	Up to 12 Characters	Voice Mail
03	**--- Not Used ---**		
04	**Park and Page** Enable/disable the system ability to process the Voice Mail Park and Page (Q) commands. You should normally **enable** this option.	0 = Off 1 = On	1
05	**Message Wait** Enable/disable the system ability to process the Voice Mail Message Wait (#) commands. You should normally **enable** this option. If enabled, be sure that the programmed Message Notification strings don't contain the code for trunk access.	0 = Off 1 = On	1
06	**Record Alert Tone Interval Time** This time sets the interval between voice Mail Conversation Record alerts	0~64800 (sec)	30
14	**Centralized Voice Mail Number** Assign the pilot number to Centralized Voice Mail over networking Link. This is assigned only in the remote switches.	Dial (up to 8 digits)	No Setting
15	**Analog Voice Mail Protocol Selection**	0: Fixed 1: Program	0
16	**Voice Mail Fax Digit Add Assignment**	Up to four digits	None

Input Data (Continued)

Item No.	Item	Input Data	Default
17	**Reply Mailbox Number**	0: No 1: Yes	1
18	**Trunk Number Mapping**	2~3	2

Conditions
None

Feature Cross Reference

- Voice Mail Integration (Analog)

SECTION 6 PROGRAM 47 INMAIL

47-01 InMail System Options

Description

Use Program 47-01 InMail System Options to set up the InMail system-wide options.

Options

47-01-02 InMail Master Name

Use this option to modify the name for all InMail ports. The system briefly displays this name when a display keyset user calls a Voice Mail port, either by pressing Message, the voice mail key, or by dialing the master number. You should always end the name with the ## characters. The system substitutes the port number for the last #. Using the default name InMail ## for example, the keyset display shows InMail #1 when calling port 1. Changing this program requires the CHS2U GW be reset for the changes to take effect.

. *See Keys for Entering Names on page 3-381.*

Options

Consider leaving the option at its default setting.

Default

InMail ## (The system substitutes the port number for the # when calling the port).

Keys for Entering Names

Key for Entering Names	
When entering names in the procedures below, refer to this chart. Names can be up to 12 digits long.	
Use this keypad digit . . .	**When you want to. . .**
1	Enter characters: **1 @ [¥] ^ _ ` { | } → ← Á À Â Ã Ç É Ê ì ó**
2	Enter characters: **A-C, a-c, 2**.
3	Enter characters: **D-F, d-f, 3**.
4	Enter characters: **G-I, g-i, 4**.
5	Enter characters: **J-L, j-l, 5**.
6	Enter characters: **M-O, m-o, 6**.
7	Enter characters: **P-S, p-s, 7**.
8	Enter characters: **T-V, t-v, 8**.
9	Enter characters: **W-Z, w-z, 9**.
0	Enter characters: 0 ! “ # $ % & ’ ( ) ô Õ ú ä ö ü α ε θ
Q	Enter characters: Q + , - . / : ; < = > ? **B E** σ **S** □ ¢ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow soft key instead to accept and/or add a space.)
Conf	Clear the character entry one character at a time.
Hold	Clear all the entries from the point of the flashing cursor and to the right.

47-01-03 Subscriber Message Length (Subs Msg Length)

Use this option to set the maximum length of recorded messages for:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS (77) to record and send a message.

Subscriber Mailbox Greetings.

- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

. *The length of a Conversation Record is 10 times the Subscriber Message Length. Since the Conversation Record time cannot exceed 4095 seconds, any settings in Subscriber Message Length larger than 409 has no effect on the length of recorded conversations.*

. *See the following for more:*

- Announcement Message on page 2-39
- Automated Attendant on page 2-63
- Routing Mailbox on page 2-317
- Live Record on page 2-235
- Greeting on page 2-173
- Subscriber Mailbox on page 2-333

Options

1~4095 seconds

Default

120 seconds

47-01-04 Non-Subscriber Message Length (Mbox Msg Length)

Use this option to set the maximum length of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

. *See the following for more:*

- Automated Attendant on page 2-63
- Message Length on page 2-265
- Quick Message on page 2-309
- Subscriber Mailbox on page 2-333

Options

1~4095 seconds.

Default

120 seconds.

47-01-05 Message Backup/Go Ahead Time (Msg Bkup/Adv Time)

Use this option to set the backup/go ahead interval. This interval sets how far InMail backs up when a user dials B (2) while listening to a message. This interval also sets how far InMail jumps ahead when a user dials G (4) while listening to a message.

. *See the following for more:*

- Listening to Messages on page 2-231

- Message Length on page 2-265

Options

1~60 Seconds.

Default

5 Seconds.

47-01-06 Fax Extension

Use this option to specify which system extension is the fax machine. When the Automated Attendant answers a call and detects fax (CNG) tone, it automatically transfers the call to this extension.

. *See Fax Detection on page 2-149 for more.*

Options

No entry (Press Hold to clear).

Extension number (e.g., 310).

Default

No entry (Press Hold to clear).

47-01-07 Digital Pager Callback Number (Pager CBack)

Use this option to set the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number.

Normally, this option is X*M#, where:

- X is the number of the extension that generated the notification.
- * is a visual delimiter (to make the pager display easier to read).
- M is the number of new messages in the extension's mailbox.
- # is the digit normally used by the pager service for positive disconnect.

. *Note: this option is not available in Europe.*

. *See Message Notification on page 2-269 for more.*

Options

Digits (12 maximum, using 0~9, # and *)

M (Number of messages - entered by pressing LK1)

No entry (Entered by pressing Hold)

X (Extension number - entered by pressing LK2)

InMail automatically replaces the X command with the number of the extension that initially received the message.

Default

X*M#

47-01-08 Delay in Dialing Digital Pager Callback Number (Pager Dial Delay)

Use this option to set the delay (0~99 seconds) that occurs just before InMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (0~99 seconds). By default, this option is 9 seconds. When placing a digital pager notification, the system:

1. Seizes the trunk specified.
2. Dials user-entered notification number (in Message + OP + N).
3. Waits the 47-01-08 Delay in Dialing Digital Pager Callback Number interval.
4. Dials number entered in 47-01-07 Digital Pager Callback Number.

The system assumes that the notification number completes dialing approximately 4 seconds after trunk seizure. This means that, by default, the Digital Pager Callback Number is dialed to the pager service about 13 seconds after trunk seizure.

. *Note: this is not applicable in Europe.*

. *See Message Notification on page 2-269 for more.*

Options

0~99 seconds

Default

9 seconds

47-01-09 Wait Between Digital Pager Callout Attempts (Notify Pager Intvl)

Use this option to set the minimum time (1~255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, InMail tries the callout again (for up to the number of times set in 47-01-14 Number of Callout Attempts).

If the system dials the callout number and the pager service is busy, it will retry the number in one minute.

. *Note: this option is not available in Europe.*

. *See Message Notification on page 2-269 for more.*

Options

1~255 minutes

Default

15 minutes

47-01-10 Wait Between Non-Pager Callout Attempts (Notify N-Pgr Intvl)

Use this option to set the minimum time (1~255 minutes) between non-pager Message Notification callouts in which the destination answers, says “Hello,” dials 1 to acknowledge and then enters the wrong security code.

. *See Message Notification on page 2-269 for more.*

Options

1~255 minutes

Default

20 minutes

47-01-11 Wait Between Busy Non-Pager Callout Attempts (Notify Busy Intvl)

Use this option to set how long InMail waits (1~255 minutes), after it dials a busy non-pager callout destination, before retrying the callout number.

. *See Message Notification on page 2-269 for more.*

Options

1~255 minutes

Default

15 minutes

47-01-12 Wait Between RNA Non-Pager Callout Attempts (Notify RNA Intvl)

Use this option to set how long InMail will wait (1~255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number.

There are three types of unanswered non-pager callouts:

- If the callout rings the destination longer than the 47-01-13 Wait for Answer Non-Pager Callout Attempts option.
- If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log on to their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
- If the destination answers and then hangs up without saying “Hello.” This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine with insufficient outgoing message volume.

. *See Message Notification on page 2-269 for more.*

Options

1~255 minutes

Default

30 minutes

47-01-13 Wait for Answer Non-Pager Callout Attempts (Notify RNA Rings)

If a non-pager callout rings the destination longer than this interval (1~99 rings), InMail marks the call as unanswered (Ring No Answer) and hangs up.

. *See Message Notification on page 2-269 for more.*

Options

1~99 rings

Default

5 rings

47-01-14 Number of Callout Attempts (Notify Call Attmpt)

Use this option to set how many times (1~99 attempts) InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.

. *See Message Notification on page 2-269 for more.*

Options

1~99 attempts

Default

5 attempts

47-01-15 Send Pager Callout Until Acknowledged (Retry Until Ack)

When this option is enabled (1), InMail will continue to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (0), InMail retries a digital pager Message Notification the number of times specified in 47-01-14 Number of Callout Attempts. This option does not apply to Message Notification callouts to telephone numbers.

. *Note: this is not applicable in Europe.*

A digital pager notification is considered acknowledged when the recipient logs on to the mailbox.

. *See Message Notification on page 2-269 for more.*

Options

1 (Enabled)

0 (No - disabled)

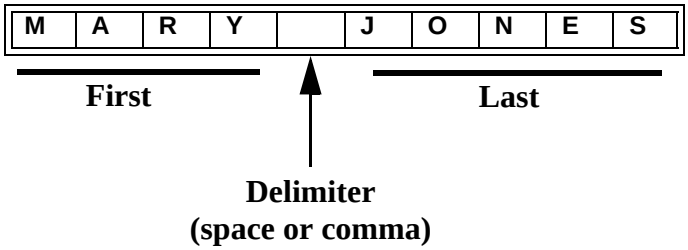
Default

0 (No - disabled)

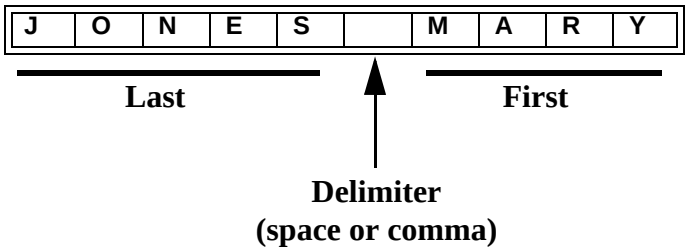
47-01-16 Name Format

Use this option to determine how extension names should be entered in 15-01-01 Basic Extension Data Setup – Extension Name or via the telephone. The options are 0 (first-last) and 1 (last-first).

If you enter 0 (first-last), the system assumes that all names are entered in the following format:



If you enter 1 (last-first), the system assumes that all names are entered in the following format:



. *See Directory Dialing on page 2-111 for more.*

Options

0 (First/Last)

1 (Last/First)

Default

0 (First/Last)

47-01 Program Entry

47-01 InMail System Options Program Entry (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4701 + Option.		
	01	DSPDB VM Type (0=InMail, 1=VRS) [0] LK1=InMail, LK2=VRS
	02	InMail Master Name (See Keys for Entering Names on page 3-381) [InMail ##]
	03	Subs Msg Length (1~4095) [120]
	04	Mbox Msg Length (1~4095) [120]
	05	Msg Bkup/Adv Time (1~60) [5]
	06	Fax Extension (Extension number or no entry, entered by pressing Hold) [No entry]
	07	Pager CBack (Digits, M=Number of messages, X=Extension number) [X*M#] LK1=M, LK2=X
	08	Pager Dial Delay (0~99) [9]
	09	Notify Pager Intvl (1~255) [15]
	10	Notify N-Pgr intvl (1~255) [20]
	11	Notify Busy Intvl (1~255) [15]
	12	Notify RNA Intvl (1~255) [30]
	13	Notify RNA Rings (1~99) [5]
	14	Notify Call Attmpt (1~99) [5]
	15	Retry Until Ack (1=Yes - enabled, 0=No - disabled) [0]
	16	Name Format (0=First-Last, 1=Last-First) [0]
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-02 InMail Station Mailbox Options

Description

Use 47-02 InMail Station Mailbox Options to set up a station (extension) mailbox. Station mailboxes are automatically assigned as Subscriber Mailboxes. You can also set up Group Mailboxes as Subscriber Mailboxes.

Typically, InMail Station Mailbox numbers 1~26 correspond to extensions 101~126.

There are three Station Mailbox categories:

- Undefined
- Station
- Group

. *Refer to Group (Shared) Mailbox on page 2-179 and Station Mailbox on page 2-331.*

Options

47-02-01 Mailbox Type

Use this option to enable or disable the mailbox. An extension mailbox is not accessible when it is disabled (even though stored messages and configuration are retained in memory.) If disabled, a user pressing Message will initiate a remote logon and be asked to enter their mailbox number. A voice prompt then announces: “That mailbox does not exist.”

- To make programming easier, consider associating a mailbox number with a station port.
- For example, mailbox 1 could correspond to port 1, which in turn corresponds to extension 101.

. *See Section 2 Start-Up Programming (Default) for more.*

. *See Subscriber Mailbox on page 2-333 for more.*

Options

0 (Undefined)

1 (Personal)

2 (Group)

Default

Mailboxes 1~64 = 1 (Personal)

47-02-02 Mailbox Number

Use this option to select the extension number associated with the mailbox you are programming. Normally, mailbox 1 should use Mailbox Number 101, mailbox 2 should use Mailbox Number 102, etc.

- To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 could correspond to port 1, which in turn corresponds to extension 101.

. *See Subscriber Mailbox on page 2-333 for more.*

Options

Digits (7 maximum, using 0~9).

Default

Mailboxes 1~64 = 200~263.

For all other mailboxes, there is no entry.

47-02-03 Number of Messages

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear, “That mailbox is full.” InMail then hangs up.

. *See Message Storage Limit on page 2-285 for more.*

Options

0~99 messages

To conserve storage space, enter 0 for all unused mailboxes.

Default

99 messages for mailbox 1.

20 messages for all other mailboxes.

47-02-04 Message Playback

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, InMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

. *See Message Playback Direction on page 2-279 for more.*

Options

0 (FIFO - first-in-first-out, or oldest messages first).

1 (LIFO - last-in-first-out, or newest messages first).

Default

0 (FIFO - first-in-first-out, or oldest messages first).

47-02-05 Auto Erase/Save of Messages (Auto Erase/Save)

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (SA) or erasing (E) the message. Depending on the setting of this option, InMail either automatically saves or erases the message. If the mailbox user hangs up before listening to the *entire* new message, InMail retains the message as a new message.

. *See Auto Erase or Save on page 2-59.*

Options

0 (Erase)

After the subscriber listens to the entire new message and hangs up, In-Mail erases the message.

1 (Save)

After the subscriber listens to the entire new message and hangs up, In-Mail saves the message.

Default

1 (Save) (see above).

47-02-07 Recording Conversation Beep (Rec Conv Beep)

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt *Recording* followed by a single beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep will not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while InMail records the conversation:

- "Recording" (followed by a beep)
- "That mailbox is full" (if the mailbox message storage capacity is reached)
- "You have reached the recording limit" (if the recorded message is too long)

The SV8100 telephone system software provides an additional Conversation Record beep. This beep repeats according to the setting of Program 45-01-06 Voice Mail Integration Options: Record Alert Tone Interval Time (0~64800 seconds). To disable the SV8100 telephone system Conversation Record beep, enter 0 for this option.

. *See Live Record on page 2-235 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

1 (Yes - enabled)

47-02-08 Message Waiting Lamp (Update MW Lamp)

Use this option to enable or disable Message Waiting lamp at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, leave this option enabled. For Guest Mailboxes, leave this option disabled.

. *See Guest Mailbox on page 2-187 for more.*

. ***Disabling this option also disables Message Notification.*** *See Message Notification on page 2-269 for more.*

. *See Message Waiting Lamp on page 2-287 for more.*

. *See Subscriber Mailbox on page 2-333 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

1 (Yes - enabled)

47-02-09 Auto Attendant Do Not Disturb (Auto-ATT DND)

Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller routes directly to the mailbox, hears the greeting, and is asked to leave a message. A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.

. *See Auto Attendant Do Not Disturb on page 2-57 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-02-10 Forced Unscreened Transfer (Forced UTRF)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

. *See Forced Unscreened Transfer on page 2-167 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-02-11 Auto Time Stamp

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message InMail will announce the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

A subscriber can also enable Auto Time Stamp from their mailbox.

. *See Auto Time Stamp on page 2-61 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-02-12 System Administrator (System Admin)

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the SA options after logging on to their mailbox.

. *See System Administrator on page 2-337 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

Mailbox 1 (200) = Enabled (1)

All other mailboxes = Disabled (0)

47-02-13 Dialing Option (Dialing Option)

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see Next Call Routing Mailbox below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any option in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox 0 action).

. *See Next Call Routing Mailbox on page 2-291.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-02-14 Next Call Routing Mailbox (Next CR Mbox)

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Alternate Next Call Routing Mailbox options.

. *For a detailed explanation of the interaction of these two programs, turn to Dialing Options while Listening to a Subscriber Mailbox Greeting on page 2-292.*

. *For an explanation of the options a caller can dial while recording, see Record and Send a Message on page 2-313.*

. *See the following features for more:*

- Auto Attendant Do Not Disturb on page 2-57.
- Call Forward to a Mailbox on page 2-71.
- Exiting a Mailbox on page 2-145.
- Leaving a Message on page 2-227.
- Next Call Routing Mailbox on page 2-291

Options

Call Routing Mailbox Number (up to two digits)

No entry - 0 (Entered by pressing Hold)

Default

1 (Call Routing Mailbox 1)

By default, Call Routing Mailbox numbers are 1-8.

47-02-15 Directory List (Directory List)

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use. The entries for this option are 1~8 (lists 1~8), 0 (belongs to no lists), or ***** (belongs to all lists).

. *See Directory Dialing on page 2-111.*

Options

1~8 (Directory List 1~8)

* (Belongs to all lists)

0 (Belongs to no lists)

Default

0 (Belongs to no lists)

47-02-16 Voice Prompt Language

Use this option to specify the language used for each Subscriber Mailbox. The InMail comes with 13 language prompts: UK English, Dutch, Italian, German, Madrid Spanish, Norwegian, Parisian French, Iberian Portuguese, Greek, Danish, Swedish, Flemish and Turkish. Each mailbox can use any one of these languages. Eight languages can be used concurrently and additional languages can be licensed on the CCPU and the prompt sets downloaded from the InMail Utility.

Options

01 - US English

02 - UK English

03 - Australian English

04 - French Canadian

05 - Dutch

06 - Mexican Spanish

07 - Latin America Spanish

08 - Italian

09 - German

10 - Madrid Spanish

11 - Norwegian

12 - Parisian French

13 - Brazilian Portuguese

14 - Japanese
15 - Mandarin Chinese
16 - Korean
17 - Iberian Portuguese
18 - Greek
19 - Danish
20 - Swedish
21 - Thai
22 - Taiwanese
23 - Flemish
24 - Turkish

Default

02 (UK English)

47-02-17: Enable Paging

Use this option to enable or disable the Park and Page option for the mailbox. If enabled, when an outside call can't go through Park and Page automatically parks the call and pages the extension user. This option is the same as the *Mailbox Options: Call Options: Paging* user setting. The setting you make in this option overrides the *Mailbox Options* setting and visa-versa.

See ***PARK AND PAGE / AUTOMATED ATTENDANT DIRECT TO VOICE MAIL*** .

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-02-18: Paging Option

When Automated Attendant Direct to Voice Mail is enabled, use this option to set how Park and Page will intercept calls. It can intercept calls immediately and do a Park and Page (**1**), or handle Park and Page like any other transferred outside call (**0**).

See ***PARK AND PAGE / AUTOMATED ATTENDANT DIRECT TO VOICE MAIL*** for more.

Options

0 for RNA (Unanswered)

1 for Immediate

Default

0 for RNA (Unanswered)

47-02-19 Telephone User Interface Type

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

Options

0 - Numeric

1 - Mnemonic

Default

0 (Numeric)

47-02-20: Enable Email

Use this option to enable or disable email notification for an extension. If enabled, when the extension receives a new message in their mailbox they will be automatically notified by email. If disabled, email notification will not occur.

Options

0 - Disabled

1 - Enabled

Default

0 - Disabled

47-02-21: Email Address

If email notification is enabled, use this option to specify the email address to which the notification should be delivered.

Options

48 characters maximum.

Default

No entry

47-02-22: Message as Attachment

When email notification is enabled, use this option to set how notification handles new voice mail message content. If enabled, a new voice mail message is saved as a wav file and included as an attachment to the email notification. If disabled, the email does not contain an attachment (i.e., the content of the voice mail message is not provided in the email).

Options

0 - New voice mail message wav file not provided.

1 - New voice mail message wav file provided as an email attachment.

Default

1 - New voice mail message wav file provided as an email attachment.

47-02-23: All Message Notification Enabled

When this feature is licensed, use this option to enable the mailbox to configure up to 5 message notification destinations.

Options

0 - Message notification is disabled

1 - Message notification is enable

Default

1 - Message notification is enabled

47-02-24: All Find Me Follow Me Enable

When this feature is licensed, use this option to enable th emailbox to configure up to 3 Find Me Follow Me destinations.

Options

0 - Find Me Follow Me is disabled

1 - Find Me Follow Me is enable

Default

0 - Find Me Follow Me is disabled

47-02-25: Security Code Option

Use this option to configure whether the entry of a security code is required to be entered every time or only when th emailbox is accessed from another extension or remotely.

Options

0 - Always

1 - Remote Logon

Default

0 - Always

47-02 Program Entry

47-02 InMail Station Mailbox Options Program Entry (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4702 + Option. This selects the option chosen for Station Mailbox 1. There are 128 available mailboxes (1~128).		
	01	Mailbox Active (1=Yes - enabled, 0=No - disabled) [1 for 101~108, 0 for all others] LK1-No, LK2=Yes
	02	Mailbox Number (Digits, 7 max using 0~9) [1~8 = 101~108, No entry for all others]
	03	Number of Messages (0~99) [99 for mailbox 1, 20 for all others]
	04	Message Playback (0=FIFO, 1=LIFO) [0] LK1=FIFO, LK2=FIF0
	05	Auto Erase/Save (0=Erase, 1=Save) [1] LK1=Erase, LK2=Save
	07	Rec Conv Beep (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	08	Update MW Lamp (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	09	Auto-ATT DND (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	10	Forced UTRF (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	11	Auto Time Stamp (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	12	System Admin (1=Yes - enabled, 0=No - disabled) [1 (Enabled) for Mailbox 1 (101), 0 (Disabled) for all others] LK1=No, LK2=Yes
	13	Dialing Option (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	14	Next CR Mbox (1~32, Hold=No entry) [1]
	15	Directory List (1~8=Lists 1~8, 0=No list, *=All lists) [0]
	16	Lang (1-24=Languages 1-24) [1 (UK English)]
	17	Enable Paging (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes)
	18	Paging Option (0=RNA, 1=Immediate) [0] LK1=RNA, LK2=Immediate
	19	User interface (0=Numeric, 1=Mnemonic, 2=Octel [Not used]) [0] LK1=Numeric, LK2=Mnemonic, LK3=Octel (Not used)
	20	Enable Email (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	21	Email Add (48 characters max.) [No entry]

47-02 InMail Station Mailbox Options Program Entry (Continued) (Entry Range) [Default Setting]		
	22	Msg as Attachment (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	23	Message Notification (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	24	Find Me Follow Me (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	25	Security Code Option (1=Remote Logon, 0=Always) [0] LK1=Always, LK2=Remote Logon
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.

Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-03 Group Mailbox Options

Description

Use 47-03 Group Mailbox Options to set up the 32 Group Mailboxes (1~32). A Group Mailbox is used for Department Group overflow and can be a Subscriber, Call Routing, Announcement, or Directory Dialing Mailbox.

. *See Routing Mailbox on page 2-317.*

Options

➲ **47-03-02 Group Mailbox Number (Mailbox Number)**

When setting up Department Calling Group overflow, the Group Mailbox Number is the same as the Department Group Master (pilot) number. Use this option to select the Department Group Master (pilot) number associated with the Group Mailbox you are programming.

If routing to a Routing Mailbox is required from a Dial Action Table e.g. by the GOTO option, the Group Mailbox Number, associated with the routing mailbox, should be used as the 'data' entry.

When using a Group Mailbox as an additional resource (for example, as an extra Directory Dialing Mailbox), you can do the following:

- Assign a pilot number to an unused Department Group in 11-07-01 Department Group Pilot Numbers.
- Set up the Group Mailbox in 47-03, using this pilot number in 47-03-02 Group Mailbox Number.
- When 47-03 programming is complete, remove the pilot number assignment in 11-07-01 Department Group Pilot Numbers.

. *Refer to the following:*

❍ See Directory Dialing on page 2-111.

❍ See Routing Mailbox on page 2-317.

❍ See Voice Mail Overflow on page 2-355.

Options

Digits (7 maximum, using 0~9).

No entry (Entered by pressing Hold)

Default

No entry.

47-03-03 Group Mailbox Type (Mailbox Type)

Use this option to set the Group Mailbox type. There are three types of In-Mail mailboxes: Call Routing (1), Announcement (2), and Subscriber (3).

- If the Group Mailbox is a Call Routing Mailbox (1), go to 47-03 Program Entry on page 3-402 to set up the Group Mailbox options.
- If the Group Mailbox is an Announcement Mailbox (2), go to 47-03 Group Mailbox Options on page 3-400 to set up the Group Mailbox options.
- If the Group Mailbox is a Subscriber Mailbox (3), go to 47-03 Group Mailbox Options on page 3-400 to set up the Group Mailbox options.
- If the Group Mailbox is a Call Routing Mailbox (4), go to 47-15 Routing Mailbox Directory Options on page 3-451 to set up the Group Mailbox options.

. *See Routing Mailbox on page 2-317.*

. *See Voice Mail Overflow on page 2-355.*

Options

0 (Undefined)

1 (Subscriber)

2 (Call Routing)

Default

1 (Subscriber)

47-03 Program Entry

47-03 InMail Group Mailbox Options (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4703 + Option. This selects the option chosen for Group Mailbox 1. There are 32 available Group Mailboxes (1~32).		
	02	Mailbox Number (Digits, 8 max using 0~9) [No entry]
	03	Mailbox Type (2=Call Routing, 1=Subscriber, 0=Undefined) [1]
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-06 Group Mailbox Subscriber Options

Description

Use 47-06 Group Mailbox Subscriber Options to set up a Group Mailbox assigned as a Subscriber Mailbox in 47-03-03 Group Mailbox Type.

. *See the following for more:*

- Voice Mail Overflow on page 2-355

Options

47-06-01 Number of Messages

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message after this limit is reached, they hear, “That mailbox is full.” InMail then hangs up.

. *See Routing Mailbox on page 2-317 for more.*

. *See Message Storage Limit on page 2-285 for more.*

. *See Voice Mail Overflow on page 2-355 for more.*

Options

0~99 messages

To conserve storage space, enter 0 for all unused mailboxes.

Default

20

47-06-02 Message Playback

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, InMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

. *See Routing Mailbox on page 2-317 for more.*

. *See Message Playback Direction on page 2-279 for more.*

. *See Voice Mail Overflow on page 2-355 for more.*

Options

0 (FIFO - first-in-first-out, or oldest messages first).

1 (LIFO - last-in-first-out, or newest messages first).

Default

0 (FIFO - first-in-first-out, or oldest messages first).

47-06-03 Auto Erase/Save of Messages (Auto Erase/Save)

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (SA) or erasing (E) the message. Depending on the setting of this option, InMail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, In-Mail retains the message as a new message.

. *See Auto Erase or Save on page 2-59 for more.*

. *See Routing Mailbox on page 2-317 for more.*

. *See Voice Mail Overflow on page 2-355 for more.*

Options

0 (Erase)

After the subscriber listens to the entire new message and hangs up, In-Mail erases the message.

1 (Save)

After the subscriber listens to the entire new message and hangs up, In-Mail saves the message.

Default

1 (Save) (see above).

47-06-05 Recording Conversation Beep (Rec Conv Beep)

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call hear the voice prompt Recording followed by a single beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep do not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while InMail records the conversation:

- “Recording” (followed by a beep)
- “That mailbox is full” (if the mailbox message storage capacity is reached)
- “You have reached the recording limit” (if the recorded message is too long)

The SV8100 telephone system software provides an additional Conversation Record beep. This beep repeats according to the setting of Program 45-01-06 Voice Mail Integration Options: Record Alert Tone Interval Time (0~64800 seconds). To disable the SV8100 telephone system Conversation Record beep, enter 0 for this option.

. *See Live Record on page 2-235 for more.*

. *See Routing Mailbox on page 2-317 for more.*

. *See Voice Mail Overflow on page 2-355 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

1 (Yes - enabled)

47-06-06 Message Waiting Lamp (Update MW Lamp)

Use this option to enable or disable Message Waiting lamp at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, leave this option disabled.

- *See Guest Mailbox for more.*
- *See Routing Mailbox for more.*
- *See Message Waiting Lamp for more.*
- *See Subscriber Mailbox for more.*
- *See Voice Mail Overflow for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

1 (Yes - enabled)

47-06-07 Auto Attendant Do Not Disturb (Auto-ATT DND)

Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller routes directly to the mailbox, hears the greeting, and is asked to leave a message. A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.

- *See Auto Attendant Do Not Disturb for more.*
- *See Routing Mailbox for more.*
- *See Voice Mail Overflow for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-06-08 Forced Unscreened Transfer (Forced UTRF)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

- *See Forced Unscreened Transfer for more.*
- *See Routing Mailbox for more.*
- *See Voice Mail Overflow for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-06-09 Auto Time Stamp

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message InMail announces the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

A subscriber can also enable Auto Time Stamp from his mailbox.

- *See Auto Time Stamp for more.*
- *See Routing Mailbox for more.*
- *See Voice Mail Overflow for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-06-10 System Administrator (System Admin)

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the SA options after logging onto their mailbox.

- *See Routing Mailbox for more.*
- *See System Administrator for more.*
- *See Voice Mail Overflow for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-06-11 Dialing Option

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see *Next Call Routing Mailbox* below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox's 0 action).

- *See Routing Mailbox for more.*
- *See Next Call Routing Mailbox.*
- *See Voice Mail Overflow for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-06-12 Next Call Routing Mailbox (Next CR Mbox)

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Alternate Next Call Routing Mailbox options.

. *Refer to Dialing Options while Listening to a Subscriber Mailbox Greeting on page 2-292.*

. *For options to dial while recording, see Record and Send a Message on page 2-313.*

. *See the following features:*

- Auto Attendant Do Not Disturb on page 2-57
- Call Forward to a Mailbox on page 2-71
- Exiting a Mailbox on page 2-145
- Leaving a Message on page 2-227
- 47-07 InMail Routing Mailbox Options on page 3-412
- Next Call Routing Mailbox on page 2-291
- Voice Mail Overflow on page 2-355

Options

Call Routing Mailbox Number (up to 2 digits)

No entry - 0 (Entered by pressing Hold)

Default

1 (Call Routing Mailbox 1)

By default, Call Routing Mailbox numbers are 1~8.

47-06-13 Directory List (Directory List)

This option is currently not used.

47-06-14 Voice Prompt Language

Use this option to specify the language used for each Subscriber Mailbox. The InMail comes with 13 language prompts: UK English, Dutch, Italian, German, Madrid Spanish, Norwegian, Parisian French, Iberian Portuguese, Greek, Danish, Swedish, Flemish and Turkish. Each mailbox can use any one of these languages. Eight languages can be used concurrently and additional languages can be licensed on the CCPU and the prompt sets downloaded from the InMail Utility.

Options

01 - US English

02 - UK English

03 - Australian English

04 - French Canadian

05 - Dutch

06 - Mexican Spanish

07 - Latin America Spanish

08 - Italian
09 - German
10 - Madrid Spanish
11 - Norwegian
12 - Parisian French
13 - Brazilian Portuguese
14 - Japanese
15 - Mandarin Chinese
16 - Korean
17 - Iberian Portuguese
18 - Greek
19 - Danish
20 - Swedish
21 - Thai
22 - Taiwanese
23 - Flemish
24 - Turkish

Default
02 (UK English)

47-06-17 Telephone User Interface Type

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

Options

0 - Numeric
1 - Mnemonic

Default

0 (Numeric)

47-06-18: Enable Email

Use this option to enable or disable email notification for an extension. If enabled, when the extension receives a new message in their mailbox they will be automatically notified by email. If disabled, email notification will not occur.

Options

0 - Disabled
1 - Enabled

Default

0 - Disabled

47-06-19: Email Address

If email notification is enabled, use this option to specify the email address to which the notification should be delivered.

Options

48 characters maximum.

Default

No entry

47-06-20: Message as Attachment

When email notification is enabled, use this option to set how notification handles new voice mail message content. If enabled, a new voice mail message is saved as a wav file and included as an attachment to the email notification. If disabled, the email does not contain an attachment (i.e., the content of the voice mail message is not provided in the email).

Options

0 - New voice mail message wav file not provided.

1 - New voice mail message wav file provided as an email attachment.

Default

1 - New voice mail message wav file provided as an email attachment.

47-06-21: All Message Notification Enabled

When this feature is licensed, use this option to enable the mailbox to configure up to 5 message notification destinations.

Options

0 - Message notification is disabled

1 - Message notification is enable

Default

1 - Message notification is enabled

47-06-22: All Find Me Follow Me Enable

When this feature is licensed, use this option to enable th emailbox to configure up to 3 Find Me Follow Me destinations.

Options

0 - Find Me Follow Me is disabled

1 - Find Me Follow Me is enable

Default

0 - Find Me Follow Me is disabled

47-06-23: Security Code Option

Use this option to configure whether the entry of a security code is required to be entered every time or only when th emailbox is accessed from another extension or remotely.

Options

0 - Always

1 - Remote Logon

Default

0 - Always

47-06 Program Entry

47-06 Group Mailbox Subscriber Options Program Entry (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4706 + Option. This selects the option chosen for Group Subscriber Mailbox 1. There are 32 available Group Mailboxes (1~32).		
	01	Number of Messages (0~99) [20]
	02	Message Playback (0=FIFO, 1=LIFO) [0] LK1=FIFO, LK2=FIF0
	03	Auto Erase/Save (0=Erase, 1=Save) [1] LK1=Erase, LK2=Save
	05	Rec Conv Beep (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	06	Update MW Lamp (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	07	Auto-ATT DND (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	08	Forced UTRF (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	09	Auto Time Stamp (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	10	System Admin (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	11	Dialing Option (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	12	Next CR Mbox (1~32, Hold=No entry) [1]
	13	Directory List (1~8=Lists 1~8, 0=No list, *=All lists) [0]
	14	Lang (1-24=Languages 1-24) [1 (UK English)]
	15	Enable Paging (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes)
	16	Paging Option (0=RNA, 1=Immediate) [0] LK1=RNA, LK2=Immediate
	17	User interface (0=Numeric, 1=Mnemonic, 2=Octel [Not used]) [0] LK1=Numeric, LK2=Mnemonic, LK3=Octel (Not used)
	18	Enable Email (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	19	Email Add (48 characters max.) [No entry]
	20	Msg as Attachment (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes
	21	Message Notification (1=Yes - enabled, 0=No - disabled) [1] LK1=No, LK2=Yes

47-06 Group Mailbox Subscriber Options Program Entry (Continued) (Entry Range) [Default Setting]		
	22	Find Me Follow Me (1=Yes - enabled, 0=No - disabled) [0] LK1=No, LK2=Yes
	23	Security Code Option (1=Remote Logon, 0=Always) [0] LK1=Always, LK2=Remote Logon
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-07 InMail Routing Mailbox Options

Description

Use 47-07 InMail Routing Mailbox Options to set up the 32 Routing Mailboxes. Routing Mailboxes can be either Announcement or Call Routing Mailboxes.

Refer to the following:

- Announcement Mailbox
- Routing Mailbox

Options

47-07-02 Routing Mailbox Type (Mailbox Type)

Use this option to set the Routing Mailbox type: Call Routing (1) or Announcement (2).

Options

1 (Call Routing)

2 (Announcement)

4 (Directory Dialing)

Default

Mailboxes 1~8 = 1 (Call Routing).

Mailboxes 9~32 = 2 (Announcement)

47-07-03 Voice Prompt Language

Use this option to specify the language used for each Subscriber Mailbox. The InMail comes with 13 language prompts: UK English, Dutch, Italian, German, Madrid Spanish, Norwegian, Parisian French, Iberian Portuguese, Greek, Danish, Swedish, Flemish and Turkish. Each mailbox can use any one of these languages. Eight languages can be used concurrently and additional languages can be licensed on the CCPU and the prompt sets downloaded from the InMail Utility.

Options

01 - US English
02 - UK English
03 - Australian English
04 - French Canadian
05 - Dutch
06 - Mexican Spanish
07 - Latin America Spanish
08 - Italian
09 - German
10 - Madrid Spanish
11 - Norwegian
12 - Parisian French
13 - Brazilian Portuguese
14 - Japanese
15 - Mandarin Chinese
16 - Korean
17 - Iberian Portuguese
18 - Greek
19 - Danish
20 - Swedish
21 - Thai
22 - Taiwanese
23 - Flemish
24 - Turkish

Default
02 (US English)

47-07-04 Telephone User Interface Type

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

Options

0 - Numeric
1 - Mnemonic

Default

0 (Numeric)

47-07 Program Entry

47-07 InMail Routing Mailbox Options (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4707 + Option. This selects the option chosen for Routing mailbox 1. There are 32 available Routing Mailboxes (1~32).		
	01	Mailbox Active (1=Yes - enabled, 0=No - disabled) [1] LK1-No, LK2=Yes
	02	Mailbox Type (1=Call Routing, 2=Announcement) [1~8=1, 9~32=2]
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-08 Routing Mailbox Call Routing Options

Description

Use 47-08 Routing Mailbox Call Routing Options to set the options for mailboxes assigned as Call Routing Mailboxes in 47-07-02 Routing Mailbox Type.

. *See Routing Mailbox for more.*

Description

47-08-01 Dial Action Table

Use this option to assign the Dial Action Table to the Call Routing Mailbox. The Dial Action Table defines the dialing options for the call Routing Mailbox.

. *See Routing Mailbox and Dial Action Table for more.*

Options

1~16 (Dial Action Table 1~16)

Default

1 (Dial Action Table 1)

47-08-02 Screened Transfer Timeout (Scrn Trf Timeout)

Use this option to set how long a Screened Transfer (TRF) from the Automated Attendant rings an unanswered extension before recalling.

. *This option has a similar function as Customize: Mailbox Options: Call Routing: [Call Handling] Options: Delay Rings Before Redirect Transfer in InMail.*

Options

0~255 seconds

Entering 0 causes immediate recall.

Default

15 seconds

47-08-03 Time Limit for Dialing Commands (Dialing Timeout)

This option determines how long InMail waits for an Automated Attendant caller to dial before routing the call to the Timeout destination.

. *Be sure your Dial Action Tables have a Timeout action programmed.*

. *See Routing Mailbox on page 2-317 and Dial Action Table on page 2-105 for more.*

If the caller waits too long to dial:

- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
- When the associated Dial Action Table does not have a Timeout action

programmed, the Instruction Menu repeats 3 times and then InMail hangs up.

Options

0~99 seconds

Entering 0 causes the Automated Attendant to immediately route callers to the Timeout destination programmed in the active Dial Action Table.

Default

5 seconds

47-08-04 Fax Detection

Use this option to enable or disable Fax Detection for the Call Routing Mailbox. In enabled, the InMail Automated Attendant (when using this Call Routing Mailbox) detects incoming fax CNG tone. The fax call then routes to the company fax machine according to the setting of 47-01-06 Fax Extension. If disabled, the Automated Attendant does not detect incoming fax calls.

. *See Fax Detection on page 2-149 for more.*

Options

1 (Yes - enabled)

0 (No - disabled)

Default

0 (No - disabled)

47-08 Program Entry

47-08 Call Routing Mailbox Options (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4708 + Option. This selects the option chosen for Call Routing Mailbox 1. There are 32 available Routing Mailboxes (1~32).		
	01	Dial Action Table (1~16) [1]
	02	Scrn Trf Timeout (0~255) [15]
	03	Dialing Timeout (0~99) [5]
	04	Fax Detection (1=Yes - enabled, 0=No - disabled) [0] LK1-No, LK2=Yes
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-09 Routing Mailbox Announcement Options

Description

Use 47-09 Routing Mailbox Announcement Options to set the options for mailboxes assigned as Announcement Mailboxes in 47-07-02 Routing Mailbox Type.

. *See Announcement Mailbox on page 2-33 for more.*

Options

47-09-01 Next Call Routing Mailbox (Next CR Mbox)

If you set up an Announcement Mailbox to answer Automated Attendant calls, use this option to provide additional routing options to the Automated Attendant callers. This option interacts with Repeat Count and Hang Up After below.

. *For a detailed explanation of the interaction of these options, turn to the following charts:*

- Direct Announcement Mailbox Routing on page 2-294
- Routed Announcement Mailbox Routing on page 2-35
- Announcement Mailbox on page 2-33 and Next Call Routing Mailbox on page 2-291

Options

Call Routing Mailbox Number (up to 2 digits)

No entry - 0 (Entered by pressing Hold)

Default

No entry - 0
By default, Call Routing Mailbox numbers are 1~8.

47-09-02 Repeat Count (Repeat Count)

Enter the number of times you want the Announcement Mailbox message to repeat to callers. After an Announcement Mailbox caller initially listens to the message, it repeats the number of times specified in this option. This option interacts with Next Call Routing Mailbox and Hang Up After when providing routing options.

. *For a detailed explanation of the interaction of these options, turn to the following charts:*

- Direct Announcement Mailbox Routing on page 2-294.
- Routed Announcement Mailbox Routing on page 2-35.
- Announcement Mailbox on page 2-33 and Next Call Routing Mailbox on page 2-291.

Options

0 (No repeats)

1~10 (Announcement repeats 1~10 times)

Default

0 (No repeats)

47-09-03 Hang Up After (HangUp)

Use this option along with Next Call Routing Mailbox and Repeat Count above to provide additional routing options to Automated Attendant callers. PRG 47-07-02 must be set to 1 (Announce) for this setting to be used.

. *For a detailed explanation of the interaction of these options, turn to the following charts:*

- Direct Announcement Mailbox Routing on page 2-294.
- Routed Announcement Mailbox Routing on page 2-35.
- Announcement Mailbox on page 2-33 and Next Call Routing Mailbox on page 2-291.

Options

0:None

This setting enables the option of sending the caller to another Call Routing or Announcement box. The destination Call Routing box is set in 47-05-01. If no destination Call Routing box is set, the system plays “Goodbye” to the caller after playing the Call Routing Announcement Box greeting then hangs up.

1:Goodbye

When this setting is enabled the system plays “Goodbye” to the caller after playing the Call Routing Announcement Box greeting, then hangs up. Callers cannot be routed to another Call Routing box with this setting enabled.

2:Silent

When this setting is enabled the system will hang up the caller after playing the Call Routing Announcement Box greeting. Callers cannot be routed to another Call Routing box with this setting enabled.

Default

0:None

47-09 Program Entry

47-09 Announcement Mailbox Options (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4709 + Option. There are 32 available Routing Mailboxes (1~32).		
	01	Next CR Mbox (1~32, 0=Undefined) [0]
	02	Repeat Count (1~10, 0=No repeat) [0]
	03	0 = None, 1 = Goodbye, 2 = Silent
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-10 InMail Trunk Options

Description

Use 47-10 InMail Trunk Options to assign InMail options for each trunk. Currently, only 47-10-01 Answer Table Assignment is available.

. *See Automated Attendant on page 2-63.*

Options

47-10-01 Answer Table Assignment (Answer Table)

Use this Use 47-10 InMail Trunk Options option to assign an InMail Answer Table to each Direct Inward Line (DIL) the Automated Attendant should answer. The Automated Attendant follows the routing specified by the selected Answer Table.

. *For more on setting up DILs to InMail, see Section 6 Set Up Automated Attendant to Answer Outside Calls.*

Options

Answer Use 47-10 InMail Trunk Options Table (1~8)

Default

1 (Answer Use 47-10 InMail Trunk Options Table 1)

47-10-02 Record Pad Control

Use this option to pad or attenuate the volume for messages recorded on or greetings played to outside callers on a specific trunk.

Options

01 - 63 (-15.5dB to 15.5dB)

Default

32 (0.0 dB)

47-10-03 Voice Prompt Language

Use this option to specify the language used for each Subscriber Mailbox. The InMail comes with 13 language prompts: UK English, Dutch, Italian, German, Madrid Spanish, Norwegian, Parisian French, Iberian Portuguese, Greek, Danish, Swedish, Flemish and Turkish. Each mailbox can use any one of these languages. Eight languages can be used concurrently and additional languages can be licensed on the CCPU and the prompt sets downloaded from the InMail Utility.

Options

01 - US English

02 - UK English

03 - Australian English
04 - French Canadian
05 - Dutch
06 - Mexican Spanish
07 - Latin America Spanish
08 - Italian
09 - German
10 - Madrid Spanish
11 - Norwegian
12 - Parisian French
13 - Brazilian Portuguese
14 - Japanese
15 - Mandarin Chinese
16 - Korean
17 - Iberian Portuguese
18 - Greek
19 - Danish
20 - Swedish
21 - Thai
22 - Taiwanese
23 - Flemish
24 - Turkish

Default
01 (US English)

47-10-04 Telephone User Interface Type

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

Options

0 - Numeric
1 - Mnemonic

Default

0 (Numeric)

47-10 Program Entry

47-10 InMail Trunk Options (Entry Range) [Default Setting]		
Speaker **+ #*#* + Password (12345678) + Transfer + 4710 + Option.** There are 8 available trunks (1~8).		
	01	Answer Table (1~8) [1]
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Trunk number + Redial selects a new trunk.
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-11 InMail Answer Table Options

Description

Use 47-11 InMail Answer Table Options to set options for the Answer Tables. InMail provides 8 Answer Tables (1~8). To set up the schedules for each Answer Table, go to 47-12 InMail Answer Table Schedule.

. *See Answer Tables on page 2-45 for more information.*

Options

47-11-01 Answer Schedule Override (Schedule Override)

Use this option to enable or disable Answer Schedule Override for the selected Answer Table. If enabled and you make an entry for Override Mailbox below, the active Answer Table routes calls to the Override Mailbox.

. *See Answer Schedule Override on page 2-41 for more.*

Options

1 (Yes - Use 47-11 InMail Answer Table Options)

Default

0 (No - Use 47-11 InMail Answer Table Options)

47-11-02 Override Mailbox Category (Override MB Ctg)

Use this option to specify the category of the mailbox to which Automated Attendant calls should route when you enable Answer Schedule Override. InMail mailbox categories are Subscriber Mailbox, Group Mailbox, and Routing Mailbox.

InMail handles the routing according to the type of mailbox (Subscriber, Call Routing, or Announcement) within the specified category:

- If the Override Mailbox is a Station Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- If the Override Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Override Mailbox is a Directory Dialing Mailbox, the outside caller can reach an extension by dialing the first few letters in the extension user's

name.

. *See Answer Schedule Override on page 2-41 for more.*

Options

0 (Undefined)

1 (Station Mailbox)

2 (Group Mailbox)

3 (Routing Mailbox)

Default

0 (Undefined)

. *If any of the Input Data values are entered, the terminal displays the **Override Mailbox Number** selection (below).*

47-11-02 Override Mailbox Number (Override MB Num)

Use this option to specify the mailbox to which Automated Attendant calls should route when you when you enable Answer Schedule Override. The mailbox number you select in this option should match the mailbox category specified in 47-11-02 Override Mailbox Category above.

Options

Digits (3 maximum, using 0-9).

Default

No entry.

47-11-03 Default Mailbox Category (Default MB Ctg)

Use this option to specify the category of mailbox used as the Default Mailbox. InMail mailbox categories are Subscriber Mailbox, Group Mailbox, and Routing Mailbox. InMail uses the Default Mailbox whenever an Answer Schedule is not in effect.

InMail handles the routing according to the type of mailbox (Subscriber, Call Routing, or Announcement) within the specified category:

- If the Default Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- If the Default Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Default Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Default Mailbox is a Directory Dialing Mailbox, the outside caller can reach an extension by dialing the first few letters in the extension user's name

. *See Answer Tables on page 2-45.*

Options

0 (Undefined)

1 (Station Mailbox)

2 (Group Mailbox)
3 (Routing Mailbox)

Default

Answer Table 1 = 3 (Routing Mailbox)

Answer Table 2~8 = 0 (Undefined)

. *If any of the Input Data values are entered, the terminal displays the* ***Override Mailbox Number*** *selection (below).*

47-11-03 Default Mailbox Number (Default MB Num)

Use this option to set the Answer Table's Default Mailbox number. InMail uses the Default Mailbox when an Answer Schedule is not in effect. By default, this occurs at all times other than Monday through Friday from 8:30 AM to 5:00 PM.

. *See* *Answer Tables on page 2-45*.

Options

Digits (3 maximum, using 0~9).

Do not enter leading zeros. (For example, for Routing Mailbox 1 enter 1, not 01 or 001).

Default

Answer Table 1 = 1

Answer Table 2~8 = No entry

47-11-04 Next Answer Table

When 10 Answer Schedules within an Answer Table are not sufficient, use this option to link two Answer Tables together. InMail treats the two linked tables as a single 20-entry Answer Table.

. *See* *Answer Tables on page 2-45* *for more.*

Options

Answer Table (1~8)

0 (Undefined)

Default

0 (Undefined)

47-11 Program Entry

47-11 InMail Answer Table Options (Entry Range) [Default Setting]		
Speaker **+ #*#* + Password (12345678) + Transfer + 4711 + Option.** There are 8 available Answer Tables (1~8).		
	01	Schedule Override (1=Yes - enabled, 0=No - disabled) [0] LK1-No, LK2=Yes
	02	Override MB Ctg (1=Station Mailbox, 2=Group Mailbox, 3=Routing Mailbox, 0=Undefined) [0]
		Override MB Num (Digits, 3 max., using 0~9) [No entry]
	03	Default MB Ctg (1=Station Mailbox, 2=Group Mailbox, 3=Routing Mailbox, 0=Undefined) [0]
		Default MB Num (Digits, 3 max., using 0~9) [Answer Table 1 = 1, Answer Tables 2~8 = No entry]
	04	Next Answer Table (1~8, 0=Undefined)
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Table number + Redial selects a new table.
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-12 InMail Answer Schedules

Description

Use 47-12 InMail Answer Schedules to set up the InMail Automated Attendant Answer Schedules. There are eight Answer Tables, with up to 10 Answer Schedules in each Answer Table.

. *See Answer Tables on page 2-45 for more information.*

Options

➲ **47-12-01 Schedule Type (Entryxx Schedule Type)**

Use this option to assign a Schedule Type to the selected Answer Schedule. The Schedule Type determines how the Answer Schedule answers calls.

. *See Answer Tables on page 2-45 for more.*

The schedule can be one of the following types:

1. Day of the Week
   A Type 1 Answer Schedule runs on a specific day of the week. For this type of schedule, select:
   - The day of the week the schedule should run:
   - The schedule start time.
   - The schedule end time.
   - The Call Routing or Announcement Mailbox used to answer calls.

2. Range of Days
   A Type 2 Answer Schedule runs for a range of days. For this type of schedule, select:
   - The day of the week the schedule should start.
   - The day of the week the schedule should stop.
   - The time on the start day the schedule should start.
   - The time on the stop day the schedule should stop.
   - The Call Routing or Announcement Mailbox used to answer the calls.

3. Date
   A type 3 Answer Schedule runs only on a specific day of the year. For this type of schedule, select:
   - The specific date the schedule should run.
   - On the selected date, the time the schedule should start.
   - On the selected date, the time the schedule should stop.
   - The Call Routing or Announcement Mailbox used to answer the calls.

Options

1 (Day of the Week)

2 (Range of Days)

3 (Date)

0 (Undefined)

Default

Answer Table 1/Schedule 1 = 2 (Range of Days)

All other schedules = 0 (Undefined)

47-12-02 Answering Mailbox Category (Entryxx MB Ctg)

Use this option to specify the category of mailbox to which Automated Attendant calls should route when the schedule is in effect. InMail mailbox categories are Subscriber Mailbox, Group Mailbox, or Routing Mailbox.

InMail handles the routing according to the exact type of Subscriber, Group, or Routing Mailbox specified.

- If the Answering Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- If the Answering Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Answering Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Answering Mailbox is a Directory Dialing Mailbox, the outside caller hears the Directory Dialing Message and can reach an extension by dialing the first few letters of the person's name.

. *See Answer Tables on page 2-45.*

Options

1 (Station Mailbox)

2 (Group Mailbox)

3 (Routing Mailbox)

0 (Undefined)

Default

3 (Routing Mailbox)

. *When data is entered in 47-12-02, the terminal displays the **Answering Mailbox Number** entry (next).*

Answering Mailbox Number (Entryxx MB Num)

Use this option to set the number of the Answering Mailbox the Automated Attendant uses when the selected schedule is in effect. This mailbox is defined in 47-12-02 Answering Mailbox Category.

. *This item number is different when using PCPro/WebPro due to the window layout of the applications. Refer to the PCPro/WebPro applications for more information.*

. *See Answer Tables on page 2-45.*

Options

Digits (3 maximum, using 0~9).

Default

Answer Table 1/Schedule 1 = 1

All other Answer Schedules = No entry

47-12-03 Day of the Week (Entryxx Day)

For Day of the Week (Type 1) Answer Schedules, use this option to select the day of the week the Answer Schedule should be active.

. *See Type 1 (Day of Week) Example on page 3-436.*

. *See Answer Tables on page 2-45.*

Options

1 (Sunday)

2 (Monday)

3 (Tuesday)

4 (Wednesday)

5 (Thursday)

6 (Friday)

7 (Saturday)

Default

1 (Sunday)

47-12-04 Start Day (Entryxx Start Day)

For Range of Days (Type 2) Answer Schedules, use this option to select the day of the week the Answer Schedule should start.

. *Refer to Type 2 (Range of Days) Example on page 3-438.*

. *See Answer Tables on page 2-45.*

Options

1 (Sunday)

2 (Monday)

3 (Tuesday)

4 (Wednesday)

5 (Thursday)
6 (Friday)
7 (Saturday)

Default

1 (Sunday)

Answer Table 1/Schedule 1 = 2 (Monday)

All other schedules = 1 (Sunday)

47-12-05 End Day (Entryxx End Day)

For Range of Days (Type 2) Answer Schedules, use this option to select the day of the week the Answer Schedule should end.

. *Refer to Type 2 (Range of Days) Example on page 3-438.*

. *See Answer Tables on page 2-45.*

Options

1 (Sunday)
2 (Monday)
3 (Tuesday)
4 (Wednesday)
5 (Thursday)
6 (Friday)
7 (Saturday)

Default

Answer Table 1/Schedule 1 = 6 (Friday)

All other Answer Schedules = 1 (Sunday)

47-12-06 Date (Entryxx Date)

For Date (Type 3) Answer Schedules, use this option to select the date the Answer Schedule should be active.

. *Refer to Type 3 (Date) Example on page 3-439.*

. *See Answer Tables on page 2-45.*

Options

MMDD

For example:

0101 = January 1
1231 = December 31
0000 = No date set

Default

0000 = No date set

47-12-07 Schedule Start Time (Entryxx Start Time)

Use this option to specify the time the Answer Schedule should start. It applies to Day of the Week (Type 1), Range of Days (Type 2), and Date (Type 3) schedules. (To make a schedule run continuously, make the same entry for 47-12-08 Schedule Start Time and 47-12-09 Schedule End Time.)

. *See Answer Tables on page 2-45.*

Options

HHMM (24-hour clock)

For example:
0130 = 1:30AM
1700 = 5:00PM

Default

Answer Table 1/Schedule 1 = 08:30 (8:30AM)

All other schedules are undefined.

47-12-08 Schedule End Time (Entryxx End Time)

Use this option to specify the time the Answer Schedule should end. It applies to Day of the Week (Type 1), Range of Days (Type 2), and Date (Type 3) schedules. (To make a schedule run continuously, make the same entry for 47-12-08 Schedule Start Time and 47-12-09 Schedule End Time.)

. *See Answer Tables on page 2-45.*

Options

HHMM (24-hour clock)
For example:
0130 = 1:30AM
1700 = 5:00PM

Default

Answer Table 1/Schedule 1 = 1700 (5:00PM).

All other schedules = 0000 (Undefined).

47-12 Program Entry

47-12 InMail Answer Schedules (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4712 + Option. There are 10 Answer Schedules (1~10) within each of the 8 available Answer Tables (1~8).		
	01	Entryxx Schedule Type (1=Day of the Week, 2=Range of Days, 3=Date, 0=Undefined) [Answer Table 1/Schedule 1 = 2, All other schedules = 0]
	02	Entry MB (1=Station, 2=Group, 3=Routing, 0=Undefined) [Answer Table 1/Schedule 1 = 3, All other schedules = 0]
		Entryxx MB Num (3 digits, using 0~9) [Answer Table 1/Schedule 1 = 1, All other schedules = No entry]
	03	Entryxx Day (1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday)[1] LK1=Sunday, LK2=Monday, LK3=Tuesday, LK4=Wednesday, LK5=Thursday, LK6=Friday, LK7=Saturday
	04	Entryxx Start Day (1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday) [Answer Table 1/Schedule 1 = 2 (Monday), All other schedules = 1 (Sunday)] LK1=Sunday, LK2=Monday, LK3=Tuesday, LK4=Wednesday, LK5=Thursday, LK6=Friday, LK7=Saturday
	05	Entryxx End Day (1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday) [Answer Table 1/Schedule 1 = 6 (Friday), All other schedules = 1 (Sunday)] LK1=Sunday, LK2=Monday, LK3=Tuesday, LK4=Wednesday, LK5=Thursday, LK6=Friday, LK7=Saturday
	06	Entryxx Date(MM/DD) (MMDD) [0000]
	07	Entryxx Start Time (HHMM) [0000][Answer Table 1/Schedule 1 = 0830, All other schedules = 0000]
	08	Entryxx End Time (HHMM) [Answer Table 1/Schedule 1 = 1700, All other schedules = 0000]
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Table number + Redial selects an Answer Table. Redial + Redial +Entry number + Redial selects an Answer Schedule.
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).

47-12 InMail Answer Schedules (Continued) (Entry Range) [Default Setting]		
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

Type 1 (Day of Week) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 2 and runs Sunday from 8:30AM to 5:00PM.
- Schedule 2 uses Subscriber Mailbox 3 and runs Wednesday from 10:30AM to 5:00PM.
- Schedule 3 uses Routing Mailbox 4 and runs Tuesday from 9:00AM to 10:00AM.
- At all other times, routing is handled by the Default Mailbox specified in 47-11-03 Default Mailbox Category and 47-11-03 Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

Type 1 (Day of Week) Example		
Answer Table 1		
	Answer Schedule 1 Answer Schedule 1 is a Day of Week schedule that runs Sunday from 8:30AM to 5:00PM.	
		47-12-01 Entry01 Schedule Type = 1
		47-12-02 Entry01 MB Ctg = 3 47-12-03 Entry01 MB Num = 2
		47-12-04 Entry01 Day = 1
		47-12-05 Entry01 Start Day = 1 (Entry does not matter)
		47-12-06 Entry01 End Day = 1 (Entry does not matter)
		47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-08 Entry01 Start Time = 0830 (8:30AM)
		47-12-09 Entry01 End Time = 1700 (5:00PM)
	Answer Schedule 2 Answer Schedule 2 is a Day of Week schedule that runs Wednesday from10:30AM to 5:00PM.	
		47-12-01 Entry01 Schedule Type = 1
		47-12-02 Entry01 MB Ctg = 1 47-12-03 Entry01 MB Num = 3

Type 1 (Day of Week) Example (Continued)		
		47-12-04 Entry01 Day = 4
		47-12-05 Entry01 Start Day = 1 (Entry does not matter)
		47-12-06 Entry01 End Day = 1 (Entry does not matter)
		47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-08 Entry01 Start Time = 1030 (10:30AM)
		47-12-09 Entry01 End Time = 1700 (5:00PM)
	Answer Schedule 3 Answer Schedule 3 is a Day of Week schedule that runs Tuesday from9:00AM to 10:00AM.	
		47-12-01 Entry01 Schedule Type = 1
		47-12-02 Entry01 MB Ctg = 3 47-12-03 Entry01 MB num = 4
		47-12-04 Entry01 Day = 3
		47-12-05 Entry01 Start Day = 1 (Entry does not matter)
		47-12-06 Entry01 End Day = 1 (Entry does not matter)
		47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-08 Entry01 Start Time = 0900 (9:00AM)
		47-12-09 Entry01 End Time = 1000 (10:00PM)

Type 2 (Range of Days) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 1 and runs Sunday through Wednesday from 8:30AM to 5:00PM.
- Schedule 2 uses Routing Mailbox 2 and runs Thursday and Friday from 11:00AM to 1:00PM.
- At all other times, routing is handled by the Default Mailbox specified in 47-11-04 Default Mailbox Category and 47-11-05 Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

Type 2 (Range of Days) Example		
Answer Table 1		
	Answer Schedule 1 Answer Schedule 1 is a Range of Days schedule that starts schedule that runs Sunday through Wednesday from 8:30AM to 5:00PM.	
		47-12-01 Entry01 Schedule Type = 2
		47-12-02 Entry01 MB Ctg = 3 47-12-03 Entry01 MB Num = 1
		47-12-04 Entry01 Day = 1 (Entry does not matter)
		47-12-05 Entry01 Start Day = 1 (Sunday)
		47-12-06 Entry01 End Day = 4 (Wednesday)
		47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-08 Entry01 Start Time = 0830 (8:30AM)
		47-12-09 Entry01 End Time = 1700 (5:00PM)
	Answer Schedule 2 Answer Schedule 2 is a Range of Days schedule that runs Thursday and Friday from 11:00AM to 1:00PM.	
		47-12-01 Entry01 Schedule Type = 2
		47-12-02 Entry01 MB Ctg = 3 47-12-03 Entry01 MB Num = 2
		47-12-04 Entry01 Day = 1 (Entry does not matter)
		47-12-05 Entry01 Start Day = 4 (Wednesday)
		47-12-06 Entry01 End Day = 5 (Thursday)
		47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-08 Entry01 Start Time = 1100 (11:00AM)
		47-12-09 Entry01 End Time = 1300 (1:00PM)

Type 3 (Date) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 1 and runs every day from 8:30AM to 5:00PM.
- Schedule 2 uses Routing Mailbox 9 and runs only on Christmas Day from 8:30AM to 5:00PM.
- At all other times, routing is handled by the Default Mailbox specified in 47-11-04 Default Mailbox Category and 47-11-05 Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

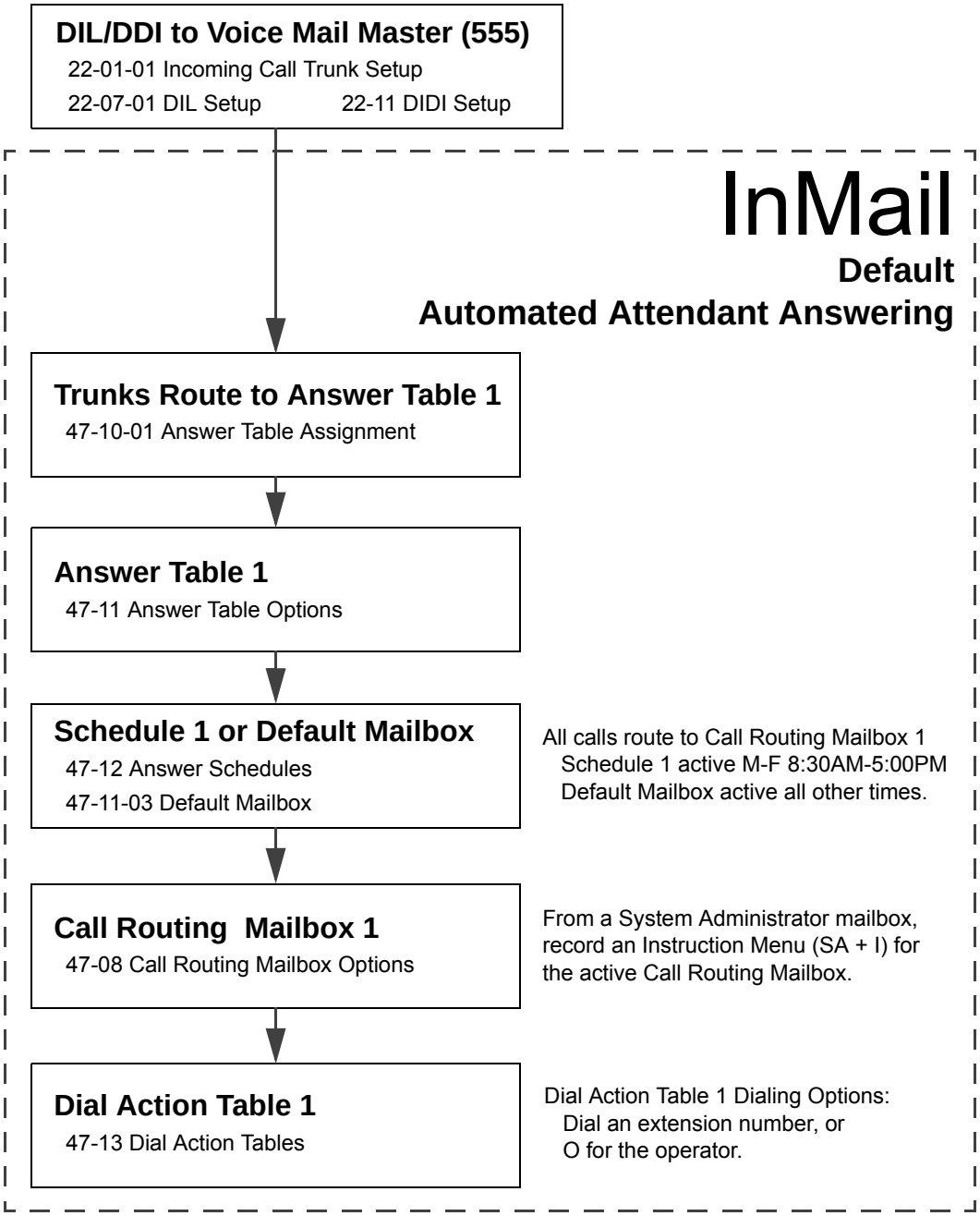
- Range of Days
- Day of Week
- Date

Type 3 (Date) Example		
Answer Table 1		
	Answer Schedule 1 Answer Schedule 1 is a Range of Days schedule that starts schedule that runs every day from 8:30AM to 5:00PM.	
		47-12-01 Entry01 Schedule Type = 2
		47-12-02 Entry01 MB Ctg = 3 47-12-03 Entry01 MB Num = 1
		47-12-04 Entry01 Day = 1 (Entry does not matter)
		47-12-05 Entry01 Start Day = 1 (Sunday)
		47-12-06 Entry01 End Day = 1 (Sunday)
		47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-08 Entry01 Start Time = 0830 (8:30AM)
		47-12-09 Entry01 End Time = 1700 (5:00PM)
	Answer Schedule 2 Answer Schedule 2 is a Date schedule that runs only on Christmas Day from 8:30AM to 5:00PM.	
		47-12-01 Entry01 Schedule Type = 3
		47-12-02 Entry01 MB Ctg = 3 47-12-03 Entry01 MB Num = 9
		47-12-04 Entry01 Day = 1 (Entry does not matter)
		47-12-05 Entry01 Start Day = 1 (Entry does not matter)
		47-12-06 Entry01 End Day = 1 (Entry does not matter)
		47-12-07 Entry01 Date (MMDD) = 1225 (December 25, Christmas Day)
		47-12-08 Entry01 Start Time = 0830 (8:30AM)
		47-12-09 Entry01 End Time = 1700 (5:00PM)

47-13 InMail Dial Action Tables

Description

Use 47-13 InMail Dial Action Tables to set up the InMail Dial Action Tables. The Dial Action Table defines the options than an Automated Attendant caller can dial. A Dial Action Table is associated with a Call Routing Mailbox, which is in turn associated with an Answer Table. When an Answer Table is active, its associated Call Routing Mailbox selects the Dial Action Table which provides dialing options to callers. The illustration below shows how this works in a default InMail system. There are 16 Dial Action Tables:


DIL/DDI to Voice Mail Master (555)
22-01-01 Incoming Call Trunk Setup
22-07-01 DIL Setup
22-11 DIDI Setup
InMail
Default
Automated Attendant Answering
Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment
Answer Table 1
47-11 Answer Table Options
Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-03 Default Mailbox
All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30AM-5:00PM
Default Mailbox active all other times.
Call Routing Mailbox 1
47-08 Call Routing Mailbox Options
From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.
Dial Action Table 1
47-13 Dial Action Tables
Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator.

Dial Action Table Default Settings		
Key	**Dial Action Table 1**	**Dial Action Tables 2-16**
1	UND (Undefined)	UND (Undefined)
2	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
4	UND (Undefined)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
0	UTRF to 200 (Unscreened Transfer to 101)	UND (Undefined)
*****	REC1 to IXXX (Quick Message with greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
TIMEOUT	UTRF to 200 (Unscreened Transfer to 101)	UND (Undefined)

. *TIMEOUT provides the routing for rotary dial callers. See* *Automatic Routing for Rotary Dial Callers on page 2-69* *for more.*

TRF Action - Screened Transfer (1) (TRF)

Use this action to allow an Automated Attendant caller to place a Screened Transfer to an extension. After an Automated Attendant caller dials an extension, InMail calls (screens) the destination to see if the transfer can go through.

- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through.
- If the destination doesn't answer within a preset interval, is busy, or is in Do Not Disturb, the Automated Attendant doesn't extend the call. It then provides the caller with additional options.

Number Option

Normally, the corresponding Number option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

. *For example, to allow callers to place Screened Transfers to extensions 200~207, for key 2 enter TRF for the Action and XXX for the corresponding Number.*

To have Screened Transfer call a specific extension, the corresponding Number option should be that extension number. The caller then dials that single digit to reach the extension.

. *For example, to have callers dial 8 to reach extension 303, for key 8 enter TRF for the Action and 303 for the corresponding Number.*

Additional Information

. *See the call routing chart detailed in* *Screened Transfer (TRF) Operation on page 2-324*.

. *Also see* *Screened Transfer on page 2-323* and *Unscreened Transfer on page 2-351*.

UTRF Action - Unscreened Transfer (2) (UTRF)

Use this action to allow an Automated Attendant caller to place an Unscreened Transfer to an extension. This is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, InMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

Number Option

Normally, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

. *For example, to allow callers to place Unscreened Transfers to extensions 200~299, for key 2 enter UTRF for the Action and XXX for the corresponding Number.*

To have Unscreened Transfer call a specific extension, the corresponding *Number* option should be that extension's number. The caller then dials that single digit to reach the extension.

. *For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the Action and 303 for the corresponding Number.*

Additional Information

. *Refer to the Unscreened Transfer (UTRF) Operation on page 2-352 to see the call routing chart.*

. *Also see Screened Transfer on page 2-323 and Unscreened Transfer on page 2-351.*

REC1 Action - Quick Message With Greeting (3) (REC1)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller hears the extension greeting prior to leaving the message.

Number Options

To have the caller leave a quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

. *For example, to allow callers to leave a Quick Message extensions 101~108, for key 3 enter REC1 for the Action and XXX for the corresponding Number.*

Additional Information

. *See Quick Message on page 2-309 for more.*

REC2 Action - Quick Message Without Greeting (4) (REC2)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *does not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "Recording" followed by a beep.

Number Option

To have the caller leave a quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

. *For example, to allow callers to leave a Quick Message extensions 101~108, for key 3 enter REC2 for the Action and XXX for the corresponding Number.*

Additional Information

. *See Quick Message on page 2-309 for more.*

LOGON Action - Log On to Voice Mail (5) (LOGON)

Use this key action to allow an Automated Attendant caller to log on to Voice Mail. Depending on programming (see Number Option below), the caller is logged directly on to a Subscriber Mailbox or is prompted to enter a Subscriber Mailbox of their own choosing. You cannot use the LOGON option with Call Routing and Announcement Mailboxes.

Number Option

To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding *Number* option.

. *For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number.*

To have InMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

. *For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, "Please enter your mailbox number."*

To have InMail require Automated Attendant callers to enter a Subscriber Mailbox to log on to (without playing an announcement), enter XXX in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

. *For example, to allow callers to log onto mailboxes 301~308, for key 3 enter LOGON for the Action and XXX for the corresponding Number.*

To log on to any valid Subscriber Mailbox, enter IXXX in the corresponding *Number* option.

. *For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number.*

Additional Information

. *See Log On to Voice Mail on page 2-237 for more information.*

Hang Up Action (6) (HNGUP)

When an Automated Attendant caller presses a key assigned to this action, InMail says “Goodbye” and immediately hangs up.

Number Option

No entry is required in the corresponding Number option.

Additional Information

. *See Hang Up on page 2-191 for more.*

GOTO Action - Go to Mailbox (7) (GOTO)

Use this option to provide Automated Attendant callers with the ability to route to Call Routing and Announcement Mailboxes. For example, a caller can dial a digit for Sales, and then go to the Call Routing or Announcement Mailbox that provides the dialing options and instructions for Sales.

Number Option

To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the mailbox number in the corresponding *Number* option.

. *For example, to have key 1 go to Call Routing Mailbox 1, for key 1 enter GOTO for the Action and the Group Mailbox extension number associated with the Call Routing Mailbox for the corresponding Number.*

To log into ***any*** valid Call Routing or Subscriber Mailbox, enter IXXX in the corresponding *Number* option.

. *For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the Action and IXXX for the corresponding Number.*

Additional Information

. *See Go To A Mailbox on page 2-171 for more information.*

UND Action - Undefined Routing (0) (UND)

Use this key action if you want a key to have no routing (no operation). When an Automated Attendant caller presses an undefined key, they hear, "*That is an invalid entry."* The caller can then dial another option.

Number Option

Not applicable

Additional Information

. *See Undefined Routing on page 2-349 for more information.*

Digits (0~9, #, and *)

Use Dial Action Table digits to route an Automated Attendant call to a specific location (such as an extension). For example, to set up a TRF Action to route to extension 305, for digit 3 enter TRF for the *Action* and 305 for the corresponding *Number*.

. *See Dial Action Table on page 2-105 for more information.*

Options

0~9, #, and * (8 digits max.)

Default

. *See Dial Action Table Default Settings on page 3-442.*

Caller Dialed Digits (X) [Entered by pressing LK2]

Use the X option to route an Automated Attendant call based on digits the caller dials. Each X entry represents one caller-dialed digit. For example, to set up a TRF Action to route to any caller dialed extension in the 101~399 range, for digit 3 enter TRF for the *Action* and lXXX for the corresponding *Number*.

. *See Dial Action Table on page 2-105 for more information.*

Options

X (Entered by pressing LK2)

Default

. *See Dial Action Table Default Settings on page 3-442.*

Ignore Digits (I) [Entered by pressing LK3]

Use the I option to represent any digit dialed by the Automated Attendant caller that InMail ignores for routing. An example of this is REC action assigned to the * key in Dial Action Table 1 by default. The *Action* is REC2 and the *Number* is IXXX. This means that a caller can dial * + any mailbox number to leave a Quick Message in that mailbox. InMail ignores the first digit dialed by the caller (*), and routes according to the next 3 digits dialed.

. *See Dial Action Table on page 2-105 for more.*

Options

I (Entered by pressing LK3)

Default

. *See Dial Action Table Default Settings on page 3-442.*

No Routing (N) [Entered by pressing LK1]

Use the N option when you want no Automated Attendant routing to automatically occur. This can be used with the LOGON action when you want to prompt the caller to enter a mailbox number. To do this for the # key (for example), for the # key enter LOGON for the *Action* and N for the corresponding *Number*. When the caller dials #, they hear: "*Please enter the mailbox number. Or, to exit, press the pound key."*

Options

N (Entered by pressing LK1)

Default

. *See Dial Action Table Default Settings on page 3-442.*

Pause (P) [Entered by pressing LK4]

Use the P option when you want the Automated Attendant to pause while dialing.

Options

P (Entered by pressing LK4)

Default

. *See Dial Action Table Default Settings on page 3-442.*

47-13 Program Entry

47-13 InMail Dial Action Tables (Entry Range) [Default Setting]		
When entering Keyxx Action data: 0=Undefined, 1=TRF, 2=UTRF, 3=REC1, 4=REC2, 5=LOGON, 6=Hangup, 7=GOTO LK1=Undefined, LK2=TRF, LK3=UTRF, LK4=REC1, LK5=REC2, LK6=LOGON, LK7=Hangup When entering Keyxx Data data: 8 digits max, using 0~9, #, *, X, I, N, P LK1=N (No routing), LK2=X (Caller-dialed digits), LK3=I (Ignore Digits), LK4=P (Pause) Default Settings below are for Dial Action Table 1. All actions for Dial Action Tables 2~16 are undefined.		
Speaker **+ #*#* + Password (12345678) + Transfer + 4713 + Option.** There are 16 Dial Action Tables (1~16).		
	01	Key 01 Action [0-Undefined]
		Key 01 Data [0]
	02	Key 02 Action [2-UTRF]
		Key 02 Data [XXX]
	03	Key 03 Action [2 - UTRF]
		Key 03 Data [XXX]
	04	Key 04 Action [0 -Undefined]
		Key 04 Data [0]
	05	Key 05 Action [0-Undefined]
		Key 05 Data [0]
	06	Key 06 Action [0-Undefined]
		Key 06 Data [0]
	07	Key 07 Action [0-Undefined]
		Key 07 Data [0]
	08	Key 08 Action [0-Undefined]
		Key 08 Data [0]
	09	Key 09 Action [6-Hangup]
		Key 09 Data [0]
	10 (0 key)	Key 10 Action [2 - UTRF]
		Key 10 Data [200]
	11 (* key)	Key 11 Action [3-REC1]
		Key 11 Data [IXXX]
	12 (# key)	Key 12 Action [5-LOGON]
		Key 12 Data [IXXX]
	13 (Timeout)	Key 13 Action [2 - UTRF]
		Key 13 Data [200]

47-13 InMail Dial Action Tables (Continued) (Entry Range) [Default Setting]		
Press this:		**To do this:**
Editing		
Transfer		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Table number + Redial selects an Answer Table. Redial + Redial +Entry number + Redial selects an Answer Schedule.
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-15 Routing Mailbox Directory Options

Description

Use 47-15 Routing Mailbox Directory Options to set up the Routing Mailbox assigned as a Directory Dialing Mailbox in 47-07-02 Routing Mailbox Type.

. *See the following for more:*

- Routing Mailbox on page 2-317.
- Directory Dialing on page 2-111.

Options

47-15-01 Minimum Number of Letters (Min Num Letters)

Use this option to specify the minimum number of letters the caller should dial to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by #. The entries for this option are 1-3.

. *Refer to Directory Dialing on page 2-111.*

Options

1~3 (Minimum number of letters)

Default

1 (Minimum number of letters = 1)

47-15-02 Directory List Number to Use (Directory List)

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can call only Subscriber Mailboxes that are in the list specified by this option. The entries for this option are 1~8.

. *Refer to Directory Dialing on page 2-111.*

Options

1~8 (Directory List 1~8)

Default

1 (Directory List 1)

47-15-03 Extension Name Match (Name Match)

Use this option to determine which portion of the extension's programmed name Directory Dialing uses to route the call. The options are 0 (first) or 1 (last). The setting you choose in this option depends on how you set up 47-01-16 Name Format.

. *Refer to Directory Dialing on page 2-111.*

See the following example:

47-01-16 Name Format Setting	47-15-03 Extension Name Match	Entered Name	Directory Dialing Routes by:
1 (first-last)	0 (first)	Mary Jones	Mary
	1 (last)		Jones
2 (last-first)	0 (first)		Jones
	1 (last)		Mary

Options

0 (First portion of programmed name)

1 (Second portion of programmed name)

Default

0 (First portion of programmed name)

47-15-04 Unscreened or Screened Transfer (Transfer Option)

Use this option to define the action Directory Dialing uses when routing a call. The entries for this option are 0 (Screened Transfer) or 1 (Unscreened Transfer).

. *Refer to Directory Dialing on page 2-111.*

Options

0 (Screened Transfer)

1 (Unscreened Transfer)

Default

0 (Screened Transfer)

47-15-05 Screened Transfer Timeout (Scrn Trf Timeout)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox rings an unanswered extension before recalling. The entry range for this option is 0~255 seconds. A setting of 0 = no recall.

. *The **24-02-04 Transfer Recall Time** interval has no interaction with this timer.*

. *Refer to Directory Dialing on page 2-111.*

Options

1~255 seconds

0 (No recall)

Default

15 seconds

47-15-06 Time Limit for Dialing Timeout (Dialing Timeout)

This option determines how long InMail waits for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, In-Mail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox (if any) or hangs up. The entry range for this option is 0~99 seconds. A setting of 0 = no timeout.

. *Refer to* *Directory Dialing on page 2-111*.

Options

1~99 seconds

0 (No timeout)

Default

5

47-15-07 Fax Detection

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled (1), the Directory Dialing Mailbox detects incoming fax CNG tone. The fax then routes to the company fax machine according to the settings of 47-01-06 Fax Extension. If disabled (0), the Directory Dialing Mailbox does not detect incoming fax calls.

. *Refer to* *Directory Dialing on page 2-111*.

Options

0 (No - disabled)

1 (Yes - enabled)

Default

0 (No - disabled)

47-15-08 Next Call Routing Mailbox (Next CR Mbox)

Use this option to specify the Next Call Routing Mailbox (1~32) for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following occurs:

- If the caller dials 0 while listening to the Directory Dialing Message, the call routes to the 0 action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.
- If the caller dials # while listening to the Directory Dialing Message, the call routes immediately to the Next Call Routing Mailbox and the recorded Instruction Menu Message for that mailbox is played.

. *Refer to* *Directory Dialing on page 2-111*.

Options

Call Routing Mailbox Number (up to 2 digits)

No entry - 0 (Entered by pressing Hold)

Default

No entry - 0

By default, Call Routing Mailbox numbers are 1~8.

47-15 Program Entry

47-15 Routing Directory Dialing Mailbox Options (Entry Range) [Default Setting]		
Speaker + #*#* + Password (12345678) + Transfer + 4714 + Option. This selects the option chosen for Call Routing Mailbox 1. There are 32 available Call Routing Mailboxes (1~32).		
	01	Min Num Letters (1~3) [1]
	02	Directory List (1~8) [1]
	03	Name Match (0=First portion of programmed name, 1=Second portion of programmed name) [0]
	04	Transfer Option (0=Screened Transfer, 1=Unscreened Transfer) [0]
	05	Scrn Trf Timeout (1~255 seconds, 0=No recall) [15]
	06	Dialing Timeout (1~99 seconds, 0=No timeout) [5]
	07	Fax Detection (0=Disabled, 1=Enabled) [0]
	08	Next CR Mbox (1~32, 0-Entered by pressing Hold=Undefined) [0]
Press this:		**To do this:**
Editing		
Hold		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (-1) or forwards (+1) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
Conf		When editing an entry, delete the character to the left of the cursor.
Hold		When editing an entry, Hold erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
Redial		Redial + Mailbox number + Redial selects a new mailbox number
Answer		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↑	↓	Scroll consecutively backwards or forwards through selected Option or Series.

47-16 InMail Language License

Description

This command defines the language order that the In-Mail can use. Depending on the language license number, the In-Mail can use these languages defined in this program, starting from Language 1. For example, if the system has 4 languages license, the In-Mail can use the languages defined in the Language 1, 2, 3 and 4 in this program.

Options

➲ **47-16-01 InMail Language License**

This command defines the language order that the In-Mail can use. Depending on the language license number, the In-Mail can use these languages defined in this program, starting from Language 1. For example, if the system has 4 languages license, the In-Mail can use the languages defined in the Language 1, 2, 3 and 4 in this program.

Options

01 - US English
02 - UK English
03 - Australian English
04 - French Canadian
05 - Dutch
06 - Mexican Spanish
07 - Latin America Spanish
08 - Italian
09 - German
10 - Madrid Spanish
11 - Norwegian
12 - Parisian French
13 - Brazilian Portuguese
14 - Japanese
15 - Mandarin Chinese
16 - Korean
17 - Iberian Portuguese
18 - Greek
19 - Danish
20 - Swedish

21 - Thai
22 - Taiwanese
23 - Flemish
24 - Turkish

Default

01 - UK English)
03 - Au English
08 – Italian
09 - German
10 - Madrid Spanish
11- Norwegian

47-17 Routing Mailbox Distribution Options – Mailbox Type

Description

Use 47-17 : Routing Distribution Mailbox Options to assign data when Program 47-07-02 is set to 4 (Distribution).

Options

47-17-01 Routing Mailbox Distribution Options – Mailbox Type

This command defines the type of mailbox of a Distribution List member. These settings will be used if PRG 47-07-02 Routing Mailbox Type is set to Distribution. You can have Station Mailboxes and/or Group Mailboxes as members of a Distribution List.

Options

0 - Undefined

1 - Station Mailbox

2 - Group Mailbox

Default

0 (Undefined)

47-17-02 Routing Mailbox Distribution Options – Mailbox Number

This command defines the mailbox number of a Distribution List member.

Options

Valid Station or Group mailbox number up to three digits.

Default

Undefined

47-18: SMTP Setup for Email Notification Options

- Email Notification requires software version 03.10 or higher and a Memory Expansion Daughter Board .

Description

Use this option to set up the SMTP server and email account options for Email Notification.

Options

47-18-01: Enable SMTP

Use this option to enable or disable SMTP email delivery. Once enabled, you must make entries for the following SMTP options in order for Email Notification to function.

Options

0 (Disabled)

1 (Enabled)

Default

0 (Disabled)

47-18-02: SMTP Server Name

Use this option to specify the SMTP server that will handle Email Notification email delivery for the installation site. The SMTP server name is typically similar to *smtp.emailserver.com*. If you didn't make an entry in the 90-11-11 and 90-11-12 Domain Name options, this entry must be the IP address of the SMTP server since there is no way to resolve a name. There is one entry per system.

Options

48 characters maximum.

Default

No entry.

47-18-03: SMTP Port Number

Use this option to specify the port (logical connection) the installation site's email server uses for SMTP. Normally, this is port 25 (which is preassigned by the IANA as the "Well-Known TCP Port Number" for SMTP).

Options

Digits using 0-9, 4 max.

Default

25

47-18-04: SMTP Encryption

Use this option to enable or disable SMTP encryption. The option you choose depends on the requirements of the SMTP email server. Check with the server administrator or Internet Service Provider (ISP) for more.

Options

0 (Disabled)

1 (Enabled)

Default

0 (Disabled)

47-18-05: SMTP Authentication

Use this option to set the SMTP authentication type (also called SMTP AUTH). The options are:

0 (Disabled)

1 (SMTP Authentication enabled)

2 (POP3 Authentication enabled - see Program 47-19)

If SMTP Authentication is enabled (2), you ***must*** enter an email account name in the following programs that is valid for the site's SMTP email server. Check with the server administrator or Internet Service Provider (ISP) for more.

Options

0 (Disabled)

1 (SMTP Authentication enabled)

2 (POP3 Authentication enabled - see Program 47-19)

Default

0 (Disabled)

47-18-06: SMTP Username

Use this option to specify the user name of the account on the SMTP server that will process the email *sent from the SV8100*. For example, if email account used to send email from the SV81000 is *yourname@emailserver.com*, the User Name entry would be *yourname*.

Options

48 characters maximum.

Default

No entry.

47-18-07: SMTP Password

Use this option to enter the password for the account specified in the previous option. This is the password required to log onto email account.

Options

48 characters maximum.

Default

No entry.

➲ **47-18-08: SMTP EMail Address**

Use this option to specify the email account that the SMTP server will use to process email *sent from the SV8100*. Email Integration *delivers all outbound email to this account*, which in turn delivers it to the email recipient. This is the account's entire email address (e.g., *yourname@emailserver.com*).

Options

48 characters maximum.

Default

No entry.

➲ **47-18-09: SMTP Reply-To Address**

For the email recipient, this is the email address shown in the From field. If the message recipient replies to the email, it is sent to this email address. This is a required entry.

Options

48 characters maximum.

Default

No entry.

47-18 Program Entry

47-18: SMTP Setup for Email Notification (Entry Range) [Default Setting]		
CALL1 + **#*#*** + Password (12345678) + **HOLD** + **4718** + Option. ❍ This selects the first option.		
	01	**SMTP Enabled** (0=Disabled, 1=Enabled) [0] LK1=Disabled, LK2=Enabled
	02	**ServerName** (48 characters max.)[No entry]
	03	**SMTP Port** (Digits using 0-9, 4 max.)[25]
	04	**Encryption** (0=Disabled, 1=Enabled, 2=POP3) [0] LK1=Disabled, LK2=Enabled, LK3=POP3
	05	**Authentication** (0=Disabled, 1=Enabled) [0] LK1=Disabled, LK2=Enabled
	06	**User Name** (48 characters max.)[No entry]
	07	**Password** (48 characters max.)[No entry]
	08	**Email Add** (48 characters max.)[No entry]
	09	**Reply Add** (48 characters max.)[No entry]
Press this:		To do this:

47-18: SMTP Setup for Email Notification (Entry Range) [Default Setting]	
Editing	
HOLD	Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1 **+1**	Scroll backwards (**-1**) or forwards (**+1**) through the list of available entries.
← →	When editing an entry, moves the cursor left or right.
CONF	When editing an entry, delete the character to the left of the cursor.
CLEAR	When editing an entry, **CLEAR** erases the entire entry from the display.
Line Keys (LK)	Where indicated, press a line key to enter a specific value for the selected option.
Navigation	
FLASH	**FLASH** + Mailbox number + **FLASH** selects a new mailbox number
back	Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
.2 2·	Scroll consecutively backwards or forwards through selected Option or Series.
select	Selects currently displayed Option or Series

47-19: POP3 Login Setup for Email Notification Options

- Email Notification requires software version 03.10 or higher and a Memory Expansion Daughter Board .

Description

Use this option to set up the POP3 Login options for Email Notification (if required). To use POP3 Login, program 47-18-05 ***must*** be set to **2** (POP3 Authentication enabled).

Options

47-19-01: POP3 Server Name

Use this option to enter the name of the POP3 server that will handle email delivery for the installation site. The POP3 server name is typically similar to *pop.emailserver.com*. If you didn't make an entry in the 90-11-11 and 90-11-12 Domain Name options, this entry must be the IP address of the POP3 server since there is no way to resolve a name. There is one entry per system.

Options

48 characters maximum.

Default

No entry.

47-19-02: POP3 Port Number

Use this option to specify the port (logical connection) the installation site's email server uses for POP3. Normally, this is port 110 (which is preassigned by the IANA as the "Well-Known TCP Port Number" for POP3).

Options

Digits using 0-9, 4 max.

Default

110

47-19-03: POP3 Encryption Method

Use this option to enable or disable POP3 SSL encryption for the site's email server. The option you choose depends on the requirements of the POP3 email server. Check with the server administrator or Internet Service Provider (ISP) for more.

Options

0 (SSL disabled)

1 (SSL enabled)

Default

0 (SSL disabled)

47-19-04: POP3 Username

Use this option to enter the POP3 account's user name. If the subscriber's email address is *yourname@emailserver.com*, the username would normally be *yourname*.

Options

48 characters maximum.

Default

No entry.

47-19-05: POP3 Password

Use this option to enter the password for the account specified in the previous option. When authentication is enabled, this password is required to log onto the email account.

Options

48 characters maximum.

Default

No entry.

47-19 Program Entry

47-19: POP3 Login Setup for Email Notification (Entry Range) [Default Setting]		
CALL1 + #*#* + Password (12345678) + **HOLD** + **4719** + Option. ❍ This selects the first option.		
	01	**ServerName** (48 characters max.)[No entry]
	02	**POP3 Port** (Digits using 0-9, 4 max.)[25]
	03	**Encryption** (0=Disabled, 1=Enabled) [0] LK1=Disabled, LK2=Enabled
	04	**User Name** (48 characters max.)[No entry]
	05	**Password** (48 characters max.)[No entry]
Press this:		**To do this:**
Editing		
HOLD		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1 **+1**		Scroll backwards (**-1**) or forwards (**+1**) through the list of available entries.
← →		When editing an entry, moves the cursor left or right.
CONF		When editing an entry, delete the character to the left of the cursor.

47-19: POP3 Login Setup for Email Notification (Entry Range) [Default Setting]	
CLEAR	When editing an entry, **CLEAR** erases the entire entry from the display.
Line Keys (LK)	Where indicated, press a line key to enter a specific value for the selected option.
Navigation	
FLASH	**FLASH** + Mailbox number + **FLASH** selects a new mailbox number
back	Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
˅ ˄	Scroll consecutively backwards or forwards through selected Option or Series.
select	Selects currently displayed Option or Series

47-20: Station Mailbox Message Notification Options

- Cascading Message Notification requires software version 04.00 or higher and a compact flash of InMail 2.10 or higher.

Description

Use this option to set up the Message Notification options for a station mailbox. To use Message Notification, program 47-02-23 ***must*** be set to **1** (All message notification enabled).

Options

There are five seperately programmed Message Notification entries for each Subscriber Mailbox

47-20-01: Notification

Use this option to enable or disable the specific message notification entry.

Options

Enable or disable.

Default

Disable.

47-20-02: Notification Begin Hour

Use this option to specify the hour setting for the notification to begin.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-20-03: Notification End Hour

Use this option to specify the hour setting for the notification to end.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-20-04: Notification Type

Use this option specify the message notification type.

Options

0 (Undefined)

1 (Voice)

2 (Pager).

Default

1 (Voice).

47-20-05: Notification Number

Use this option to specify the telephone number (16 digits maximum) to dial to notify the subscriber of new messages. Enter the number exactly as you want the system to dial it, but do not include a line access code. If the number is an extension number (decided by numbering plan), it will automatically be dialled as an intercom call.

Options

16 digits maximum.

Default

No entry.

47-20-06: Notification Busy Attempts

Use this option to specify how many times InMail will retry an incomplete Message Notification callout to an busy destination. If the Busy and RNA attempts are met, the notification callout to the selected entry will be cancelled.

Options

0 (No retry attempts)

0~99 (Number of retry attempts)

Default

5.

47-20-07: Notification Ring No Answer Attempts

Use this option to specify how many times InMail will retry an incomplete Message Notification callout to a destination that does not answer. If the Busy and RNA attempts are met, the notification callout to the selected entry will be cancelled.

Options

0 (No retry attempts)

0~99 (Number of retry attempts)

Default

5.

47-20-08: Notification Security

Use this option to specify security code protection for the callout. If enabled, the user is required to enter their security code in order to log on and hear the new message

Options

0 (Disabled)

1 (Enabled)

Default

1 Enabled.

47-20 Program Entry

47-20: Cascading Message Notification Setup (Entry Range) [Default Setting]		
CALL1 + #*#* + Password (12345678) + **HOLD** + **4720** + Entry + Option. ❍ This selects the first option.		
	01	**Notification** (0=Disabled, 1=Enabled.)[0=Disabled] LK1=Disabled, LK2=Enabled
	02	**Notification Begin Hour** (Digits using 0-23, 24 hour mode)[0]
	03	**Notification End Hour** (Digits using 0-23, 24 hour mode)[0]
	04	**Notification Type** (0=Undefined, 1=Voice, 2=Pager.)[0] LK1=Undefined, LK2=Voice, LK3=Pager
	05	**Notification Number** (16 digits max.)[No entry]
	06	**Notification Busy Attempts** (0~99) [5]
	07	**Notification Ring No Answer Attempts** (0~99) [5]
	08	**Notification Security** (0=Disabled, 1=Enabled) [1]
Press this:		**To do this:**
Editing		
HOLD		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1 **+1**		Scroll backwards (**-1**) or forwards (**+1**) through the list of available entries.
← →		When editing an entry, moves the cursor left or right.
CONF		When editing an entry, delete the character to the left of the cursor.
CLEAR		When editing an entry, **CLEAR** erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
FLASH		**FLASH** + Mailbox number + **FLASH** selects a new mailbox number
back		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
·2 ?·		Scroll consecutively backwards or forwards through selected Option or Series.
select		Selects currently displayed Option or Series

47-21: Station Mailbox Find-Me Follow-Me Options

- Find Me Follow Me requires software version 04.00 or higher and a compact flash of InMail 2.10 or higher

Description

Use this option to set up the Find-Me Follow-Me options for a station mailbox. To use Find -Me Follow-Me, program 47-02-24 ***must*** be set to **1** (All Find-Me Follow-Me enabled).

Options

There are three seperately programmed Find-Me Follow Me entries for each Subscriber Mailbox

47-21-01: Find Me follow Me

Use this option to enable or disable the specific Find Me Follow Me entry.

Options

Enable or disable.

Default

Disable.

47-21-02: Find Me Follow Me Begin Hour

Use this option to specify the hour setting for Find Me Follow Me to begin.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-21-03: Find Me Follow Me End Hour

Use this option to specify the hour setting for the Find Me Follow Me to end.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-21-03: Find Me Follow Me Number

Use this option to specify the telephone number (16 digits maximum) to dial for Find Me Follow Me. Enter the number exactly as you want the system to dial it, but do not include a line access code. If the number is an extension number (decided by numbering plan), it will automatically be dialled as an intercom call.

Options

16 digits maximum.

Default

No entry.

47-21 Program Entry

47-21: Find Me Follow Me Setup (Entry Range) [Default Setting]		
CALL1 + #*#* + Password (12345678) + **HOLD** + **4721** + Entry + Option. ❍ This selects the first option.		
	01	**Find Me Follow Me** (0=Disabled, 1=Enabled.)[0=Disabled] LK1=Disabled, LK2=Enabled
	02	**FindMe Follow Me Begin Hour** (Digits using 0-23, 24 hour mode)[0]
	03	**FindMe Follow Me End Hour** (Digits using 0-23, 24 hour mode)[0]
	04	**Find Me Follow Me Number** (16 digits max.)[No entry]
Press this:		**To do this:**
Editing		
HOLD		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1 **+1**		Scroll backwards (**-1**) or forwards (**+1**) through the list of available entries.
← →		When editing an entry, moves the cursor left or right.
CONF		When editing an entry, delete the character to the left of the cursor.
CLEAR		When editing an entry, **CLEAR** erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
FLASH		**FLASH** + Mailbox number + **FLASH** selects a new mailbox number
back		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↺ ↻		Scroll consecutively backwards or forwards through selected Option or Series.
select		Selects currently displayed Option or Series

47-22: Group Mailbox Message Notification Options

- Cascading Message Notification requires software version 04.00 or higher and a compact flash of InMail 2.10 or higher

Description

Use this option to set up the Message Notification options for a group mailbox set as subscriber. To use Message Notification, program 47-06-21 ***must*** be set to **1** (All message notification enabled).

Options

There are five seperately programmed Message Notification entries for each Subscriber Mailbox

47-22-01: Notification

Use this option to enable or disable the specific message notification entry.

Options

Enable or disable.

Default

Disable.

47-22-02: Notification Begin Hour

Use this option to specify the hour setting for the notification to begin.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-22-03: Notification End Hour

Use this option to specify the hour setting for the notification to end.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-22-04: Notification Type

Use this option specify the message notification type.

Options

0 (Undefined)

1 (Voice)

2 (Pager).

Default

1 (Voice).

47-22-05: Notification Number

Use this option to specify the telephone number (16 digits maximum) to dial to notify the subscriber of new messages. Enter the number exactly as you want the system to dial it, but do not include a line access code. If the number is an extension number (decided by numbering plan), it will automatically be dialled as an intercom call.

Options

16 digits maximum.

Default

No entry.

47-22-06: Notification Busy Attempts

Use this option to specify how many times InMail will retry an incomplete Message Notification callout to an busy destination. If the Busy and RNA attempts are met, the notification callout to the selected entry will be cancelled.

Options

0 (No retry attempts)

0~99 (Number of retry attempts)

Default

5.

47-22-07: Notification Ring No Answer Attempts

Use this option to specify how many times InMail will retry an incomplete Message Notification callout to a destination that does not answer. If the Busy and RNA attempts are met, the notification callout to the selected entry will be cancelled.

Options

0 (No retry attempts)

0~99 (Number of retry attempts)

Default

5.

47-22-08: Notification Security

Use this option to specify security code protection for the callout. If enabled, the user is required to enter their security code in order to log on and hear the new message

Options

0 (Disabled)

1 (Enabled)

Default

1 Enabled.

47-22 Program Entry

47-22: Cascading Message Notification Setup (Entry Range) [Default Setting]		
CALL1 + #*#* + Password (12345678) + **HOLD** + **4722** + Entry + Option. ❍ This selects the first option.		
	01	**Notification** (0=Disabled, 1=Enabled.)[0=Disabled] LK1=Disabled, LK2=Enabled
	02	**Notification Begin Hour** (Digits using 0-23, 24 hour mode)[0]
	03	**Notification End Hour** (Digits using 0-23, 24 hour mode)[0]
	04	**Notification Type** (0=Undefined, 1=Voice, 2=Pager.)[0] LK1=Undefined, LK2=Voice, LK3=Pager
	05	**Notification Number** (16 digits max.)[No entry]
	06	**Notification Busy Attempts** (0~99) [5]
	07	**Notification Ring No Answer Attempts** (0~99) [5]
	08	**Notification Security** (0=Disabled, 1=Enabled) [1]
Press this:		**To do this:**
Editing		
HOLD		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1 **+1**		Scroll backwards (**-1**) or forwards (**+1**) through the list of available entries.
← →		When editing an entry, moves the cursor left or right.
CONF		When editing an entry, delete the character to the left of the cursor.
CLEAR		When editing an entry, **CLEAR** erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
FLASH		**FLASH** + Mailbox number + **FLASH** selects a new mailbox number
back		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↓ ↑		Scroll consecutively backwards or forwards through selected Option or Series.
select		Selects currently displayed Option or Series

47-23: Group Mailbox Find-Me Follow-Me Options

- Find Me Follow Me requires software version 04.00 or higher and a compact flash of InMail 2.10 or higher

Description

Use this option to set up the Find-Me Follow-Me options for a group mailbox set as subscriber. To use Find -Me Follow-Me, program 47-06-22 ***must*** be set to **1** (All Find-Me Follow-Me enabled).

Options

There are three seperately programmed Find-Me Follow Me entries for each Subscriber Mailbox

47-23-01: Find Me follow Me

Use this option to enable or disable the specific Find Me Follow Me entry.

Options

Enable or disable.

Default

Disable.

47-23-02: Find Me Follow Me Begin Hour

Use this option to specify the hour setting for Find Me Follow Me to begin.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-23-03: Find Me Follow Me End Hour

Use this option to specify the hour setting for the Find Me Follow Me to end.

Options

Digits using 0-23 Hour, (24 hour mode).

Default

0 (Midnight)

47-23-03: Find Me Follow Me Number

Use this option to specify the telephone number (16 digits maximum) to dial for Find Me Follow Me. Enter the number exactly as you want the system to dial it, but do not include a line access code. If the number is an extension number (decided by numbering plan), it will automatically be dialled as an intercom call.

Options

16 digits maximum.

Default

No entry.

47-23 Program Entry

47-23: Find Me Follow Me Setup (Entry Range) [Default Setting]		
CALL1 + #*#* + Password (12345678) + **HOLD** + **4723** + Entry + Option. ❍ This selects the first option.		
	01	**Find Me Follow Me** (0=Disabled, 1=Enabled.)[0=Disabled] LK1=Disabled, LK2=Enabled
	02	**FindMe Follow Me Begin Hour** (Digits using 0-23, 24 hour mode)[0]
	03	**FindMe Follow Me End Hour** (Digits using 0-23, 24 hour mode)[0]
	04	**Find Me Follow Me Number** (16 digits max.)[No entry]
Press this:		**To do this:**
Editing		
HOLD		Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.
-1	**+1**	Scroll backwards (**-1**) or forwards (**+1**) through the list of available entries.
←	→	When editing an entry, moves the cursor left or right.
CONF		When editing an entry, delete the character to the left of the cursor.
CLEAR		When editing an entry, **CLEAR** erases the entire entry from the display.
Line Keys (LK)		Where indicated, press a line key to enter a specific value for the selected option.
Navigation		
FLASH		**FLASH** + Mailbox number + **FLASH** selects a new mailbox number
back		Backs up to the previous level (e.g., from Option to Series, or from Series to Program).
↶	↷	Scroll consecutively backwards or forwards through selected Option or Series.
select		Selects currently displayed Option or Series

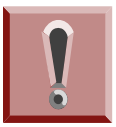
VM8000 InMail Utility

SECTION 1 VM8000 INMAIL UTILITY

This chapter introduces the VM8000 InMail Utility which allows the user to do the following:

- Determine the version of system voice prompts currently installed on the VM8000 InMail CompactFlash card. Refer to Selecting the CompactFlash Card on page 4-483.
- Back up the system voice prompts and recorded names, messages and greetings stored on the VM8000 InMail CompactFlash card to your PC hard disk. Refer to Backing Up the VM8000 InMail CompactFlash Card on page 4-484.
- Restore the system voice prompts and recorded names, messages, and greetings stored on the your PC hard disk to the VM8000 InMail CompactFlash card. Refer to Restoring a Backed-up Database to the VM8000 InMail CompactFlash Card on page 4-486.
- Update the system voice prompts stored on the VM8000 InMail CompactFlash Card (required for feature upgrades). Refer to Initializing the VM8000 InMail CompactFlash Card on page 4-489.
- Optionally, initialize (completely erase) the VM8000 InMail CompactFlash card and load the latest system voice prompts. Refer to Initializing the VM8000 InMail CompactFlash Card on page 4-489.
- Optionally add or remove any of the supported language prompt sets. Refer to Managing Language Prompt Sets on SV8100 VM8000 InMail on page 4-487.

WARNING



The SV8100 system must be powered off and the InMail drive must be removed from the CD-CP00 when using this utility. The telephone system and InMail are inoperable during this time.

Chapter 4

SECTION 2 REQUIREMENTS

When installing the VM8000 InMail utility, the following minimum requirements apply:

- Pentium® 330 MHz with 128 MB RAM, 256 Color 800 x 600 display, USB port.
- Windows 2000, Windows XP (32-bit), or Windows Vista (32-bit).
- CompactFlash Card Reader (SimpleTech STI-UCF-100 or equivalent), or, if your PC has a PCMCIA slot, PC Card Adapter for Type I CompactFlash Cards (SimpleTech STI-CFAD or equivalent).

SECTION 3 INSTALLING AND STARTING THE VM8000 INMAIL UTILITY

Attention:

The VM8000 InMail Utility requires that a driver for the Reliance file system be installed after the utility has been installed. Currently, only **Windows XP** and **Windows 2000** drivers are available.

Installation

1. If the PC has an older version of the VM8000 InMail Utility, un-install it first. If the PC does not have an older version of the VM8000 InMail Utility, proceed to step 2.

2. Double-click the installer (e.g., InMailUtilitySetup_v1.00.exe). After the installer starts, *Figure 4-1 InMail Utility Install Wizard Welcome Screen* is displayed.

3. Click **Next**, on the Install Wizard Welcome Screen.

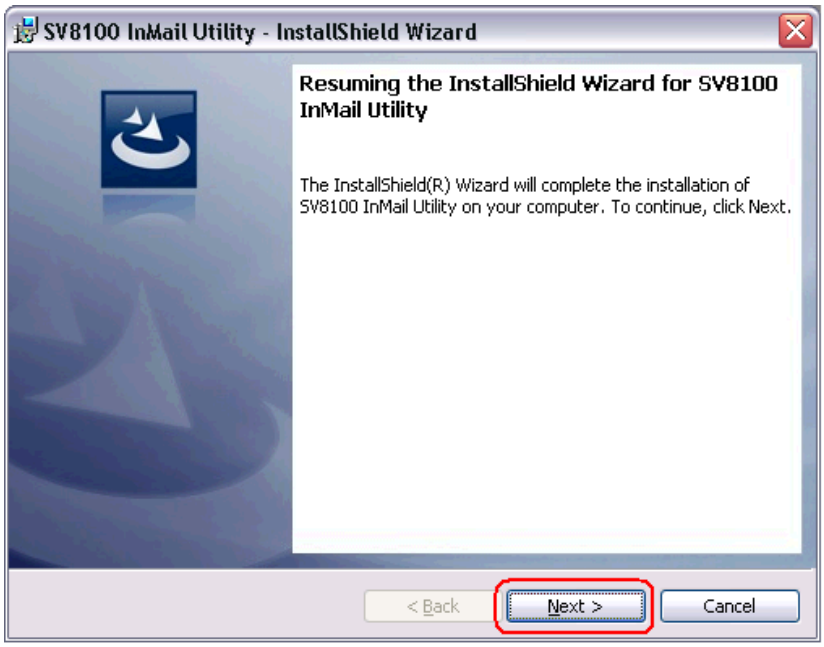

SV8100 InMail Utility - InstallShield Wizard
Resuming the InstallShield Wizard for SV8100 InMail Utility
The InstallShield(R) Wizard will complete the installation of SV8100 InMail Utility on your computer. To continue, click Next.
< Back
Next >
Cancel

Figure 4-1 InMail Utility Install Wizard Welcome Screen

4. On the Install Wizard Completion Screen (Figure 4-2), click **Finish**. This completes the installation.

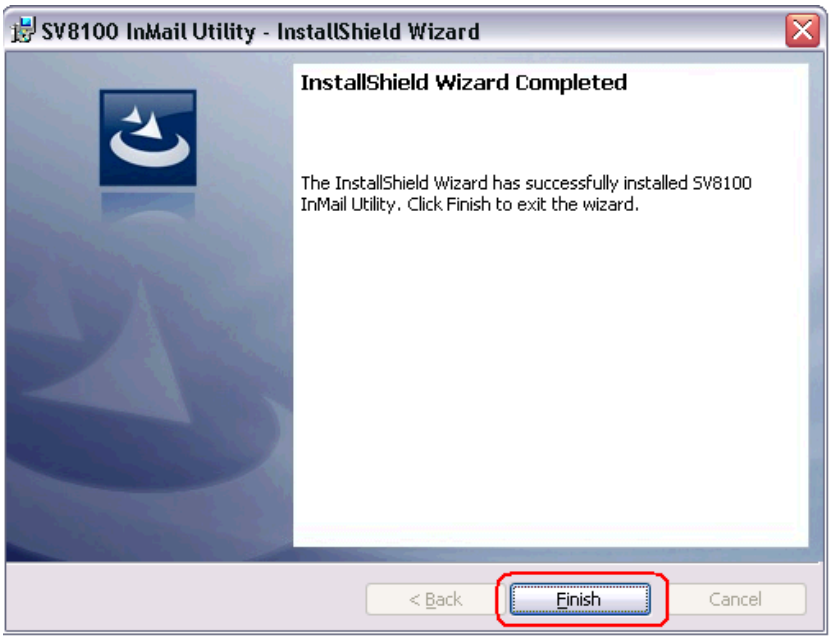

SV8100 InMail Utility - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed SV8100 InMail Utility. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 4-2 InMail Utility Install Wizard Install Completion Screen

SECTION 4 INSTALLING RELIANT FILE SYSTEM DRIVER

Attention:

The VM8000 InMail Utility requires that a driver for the Reliance file system be installed after the utility has been installed. Currently, only **Windows XP** and **Windows 2000** drivers are available.

1. Download the Reliance driver for the appropriate Windows Operating System:
    a. Windows 2000 = “reliance.windows.2k.driver.3.1.2.1352AM.msi”.
    b. Windows XP = “reliance.windows.xp.driver.3.1.2.1352AM.msi”
2. To Install the Reliance driver, go to the location where the driver installation file was saved.
3. Double click on the install “MSI” file.

4. When prompted, choose **Next** to continue.

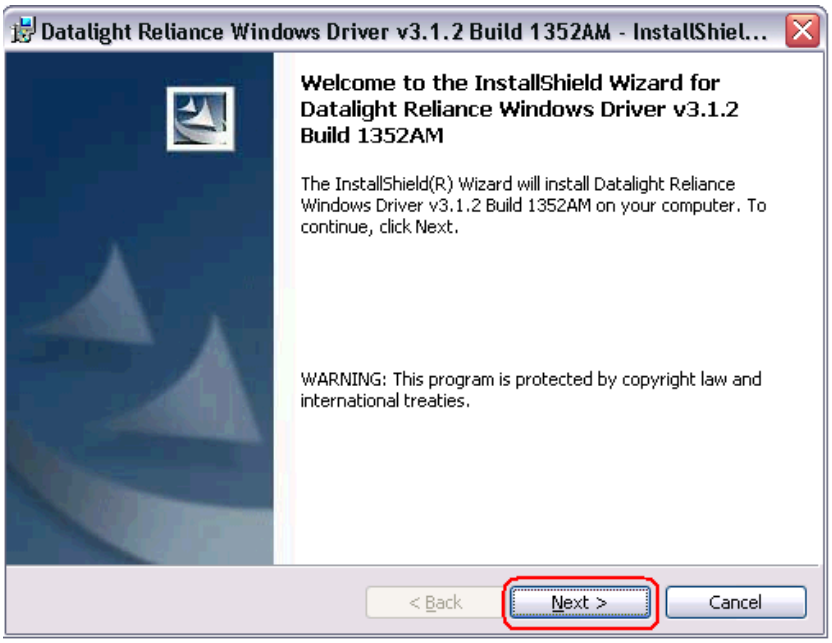

Datalight Reliance Windows Driver v3.1.2 Build 1352AM - InstallShiel...
Welcome to the InstallShield Wizard for Datalight Reliance Windows Driver v3.1.2 Build 1352AM
The InstallShield(R) Wizard will install Datalight Reliance Windows Driver v3.1.2 Build 1352AM on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

Figure 4-3 Install Wizard for Datalight Reliance Windows Driver

5. Accept the license agreement and choose **Next** to continue installation.

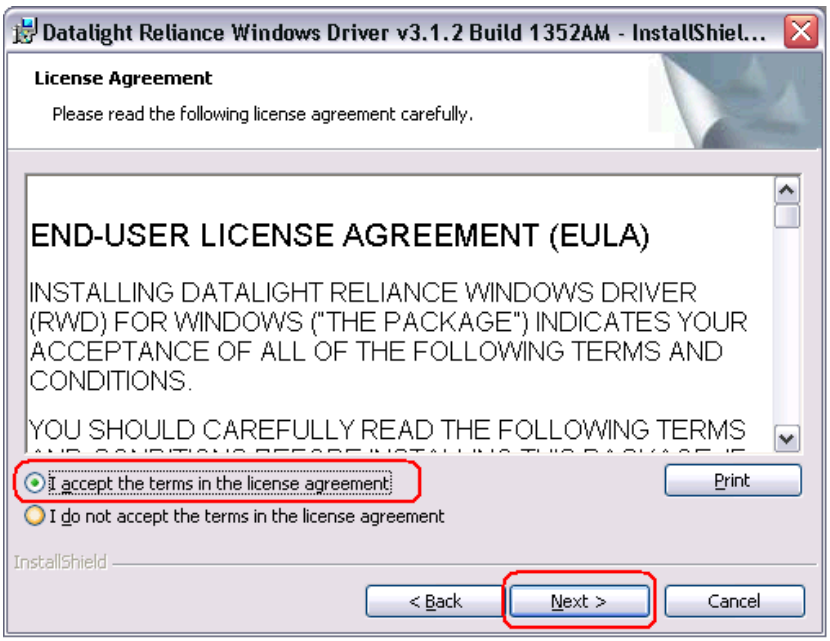

Datalight Reliance Windows Driver v3.1.2 Build 1352AM - InstallShiel...
License Agreement
Please read the following license agreement carefully.
END-USER LICENSE AGREEMENT (EULA)
INSTALLING DATALIGHT RELIANCE WINDOWS DRIVER (RWD) FOR WINDOWS ("THE PACKAGE") INDICATES YOUR ACCEPTANCE OF ALL OF THE FOLLOWING TERMS AND CONDITIONS.
YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

Figure 4-4 EULA Agreement Screen

6. Click **Next** to use the default installation directory (Recommended).

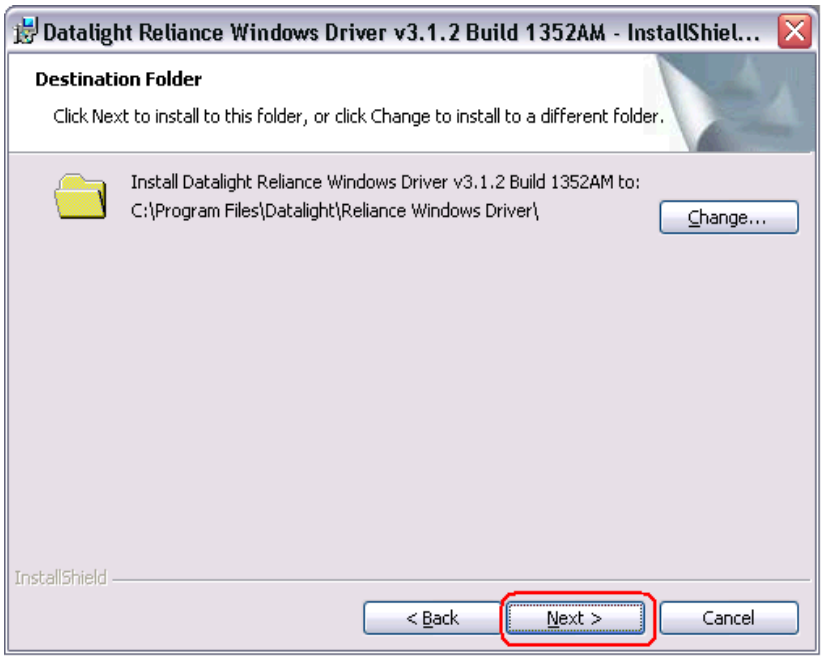

Datalight Reliance Windows Driver v3.1.2 Build 1352AM - InstallShiel...
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install Datalight Reliance Windows Driver v3.1.2 Build 1352AM to:
C:\Program Files\Datalight\Reliance Windows Driver\
Change...
InstallShield
< Back
Next >
Cancel

Figure 4-5 Destination Folder Screen

7. Click **Install**.

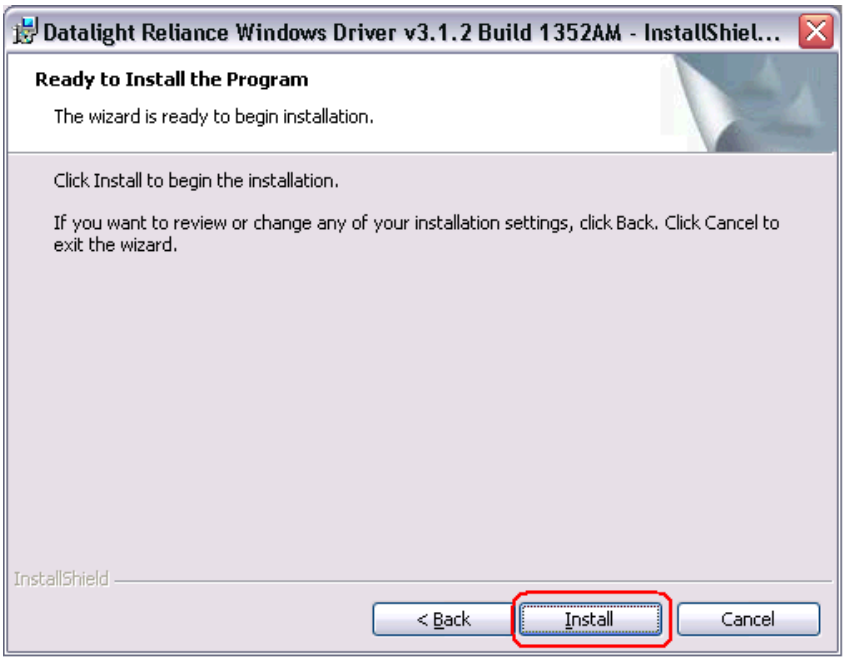

Datalight Reliance Windows Driver v3.1.2 Build 1352AM - InstallShiel...
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

Figure 4-6 Begin Installation Screen

8. Click **Finish** to complete the installation.

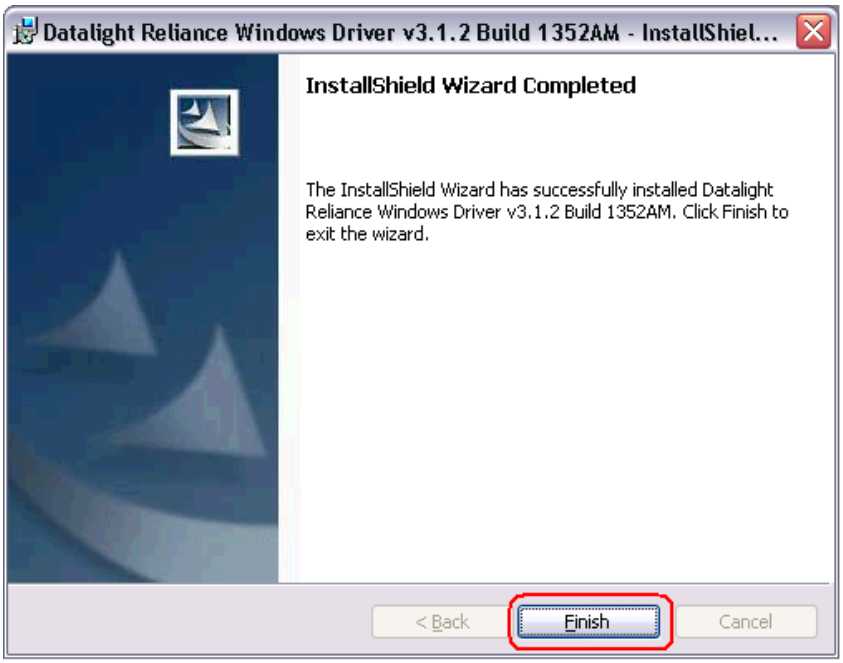

Datalight Reliance Windows Driver v3.1.2 Build 1352AM - InstallShiel...
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Datalight Reliance Windows Driver v3.1.2 Build 1352AM. Click Finish to exit the wizard.
< Back
Finish
Cancel

Figure 4-7 Finish Installation Screen

9. To finish the install, the PC must be rebooted. This can be done now or later, but it must be done before using the InMail Utility.

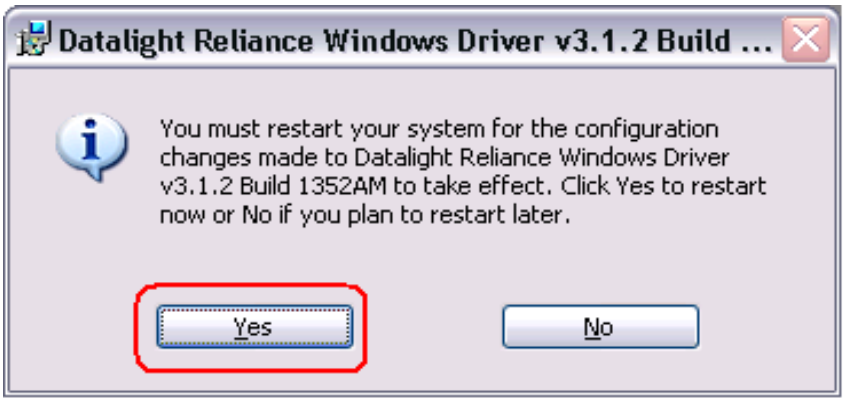

Datalight Reliance Windows Driver v3.1.2 Build ...
You must restart your system for the configuration changes made to Datalight Reliance Windows Driver v3.1.2 Build 1352AM to take effect. Click Yes to restart now or No if you plan to restart later.
Yes
No

Figure 4-8 Reboot PC Screen

Starting the VM8000 InMail Utility

1. Turn off the telephone system and access the VM8000 InMail blade. (Refer to the VM8000 InMail Quick Setup Guide that came with In-Mail for additional instructions, if required.)

2. Following proper anti-static precautions, remove the VM8000 InMail CompactFlash Card from the In-Mail blade. (Refer to Figure 4-9 Removing the CompactFlash Card from the Blade.)

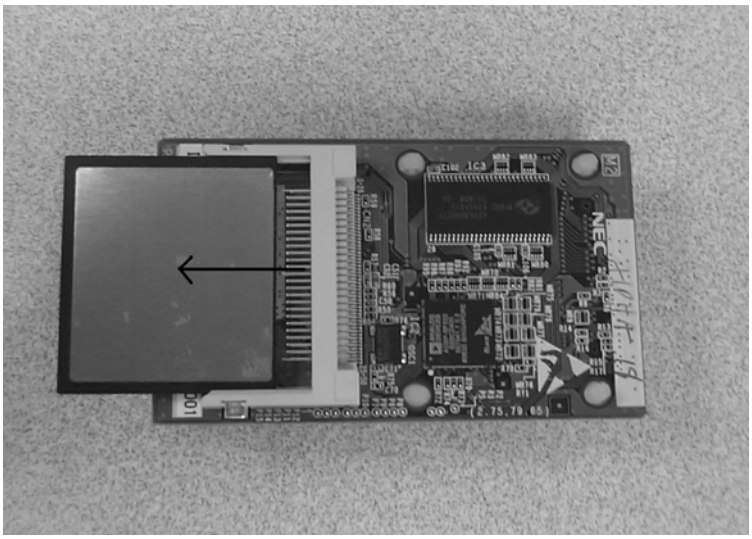


Figure 4-9 Removing the CompactFlash Card from the Blade

3. Insert the VM8000 InMail CompactFlash Card in the PC CompactFlash Card reader.

4. Double-click the VM8000 InMail Utility shortcut on the PC desktop. The VM8000 InMail Utility Main Screen is displayed. (Refer to Figure 4-10 InMail Utility Main Screen.)

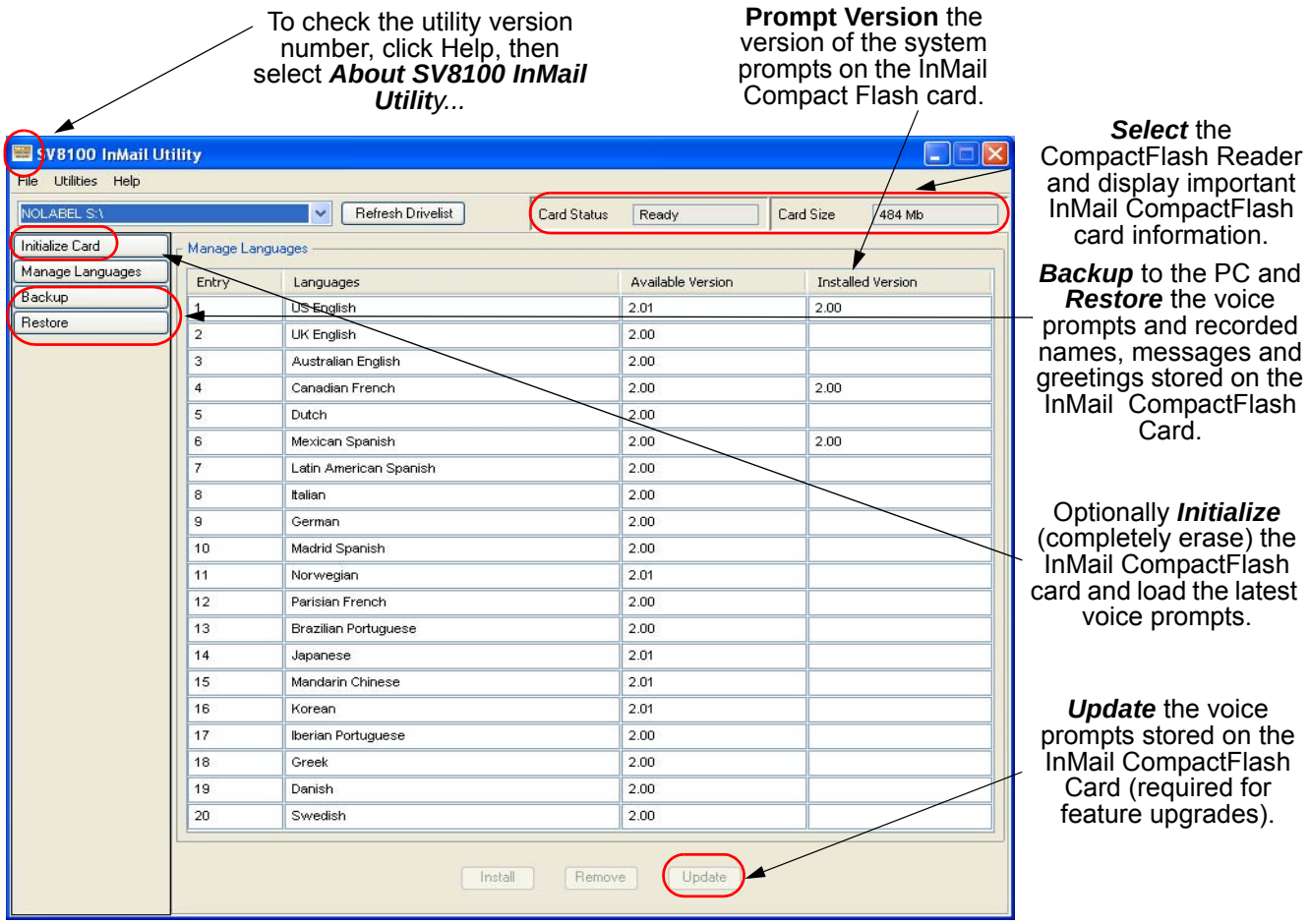

To check the utility version number, click Help, then select ***About SV8100 InMail Utility...***
Prompt Version the version of the system prompts on the InMail Compact Flash card.
SV8100 InMail Utility
File Utilities Help
NOLABEL S:\
Refresh Drivelist
Card Status Ready
Card Size 484 Mb
Initialize Card
Manage Languages
Backup
Restore
Manage Languages
Entry | Languages | Available Version | Installed Version
1 US English 2.01 2.00
2 UK English 2.00
3 Australian English 2.00
4 Canadian French 2.00 2.00
5 Dutch 2.00
6 Mexican Spanish 2.00 2.00
7 Latin American Spanish 2.00
8 Italian 2.00
9 German 2.00
10 Madrid Spanish 2.00
11 Norwegian 2.01
12 Parisian French 2.00
13 Brazilian Portuguese 2.00
14 Japanese 2.01
15 Mandarin Chinese 2.01
16 Korean 2.01
17 Iberian Portuguese 2.00
18 Greek 2.00
19 Danish 2.00
20 Swedish 2.00
Install
Remove
Update
Select the CompactFlash Reader and display important InMail CompactFlash card information.
Backup to the PC and ***Restore*** the voice prompts and recorded names, messages and greetings stored on the InMail CompactFlash Card.
Optionally ***Initialize*** (completely erase) the InMail CompactFlash card and load the latest voice prompts.
Update the voice prompts stored on the InMail CompactFlash Card (required for feature upgrades).

Figure 4-10 InMail Utility Main Screen

Selecting the CompactFlash Card

After inserting the VM8000 InMail CompactFlash card into the reader, it must be selected.

1. From the InMail Utility Main Screen (Figure 4-10), click on the drop-down box.

   Figure 4-11 Utility Select InMail Card Screen is displayed.

   . *If the InMail CompactFlash Card is changed in the middle of an InMail Utility session, click* ***Refresh,*** *then* ***Select*** *to read the new card.*

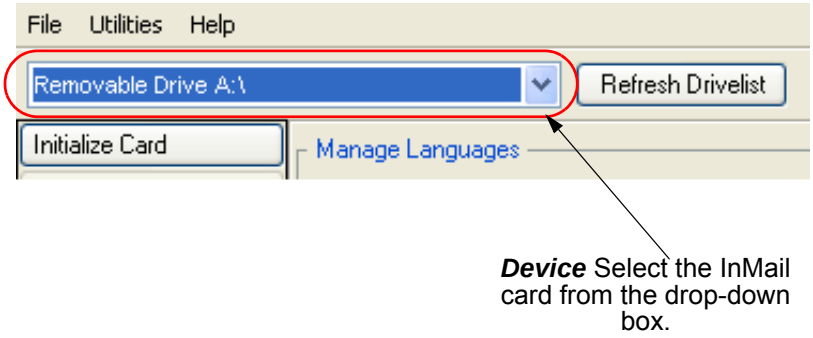


Figure 4-11 Utility Select InMail Card Screen

2. The Language Prompt portion of the Main Screen updates with the prompt version information. Refer to Figure 4-10 InMail Utility Main Screen

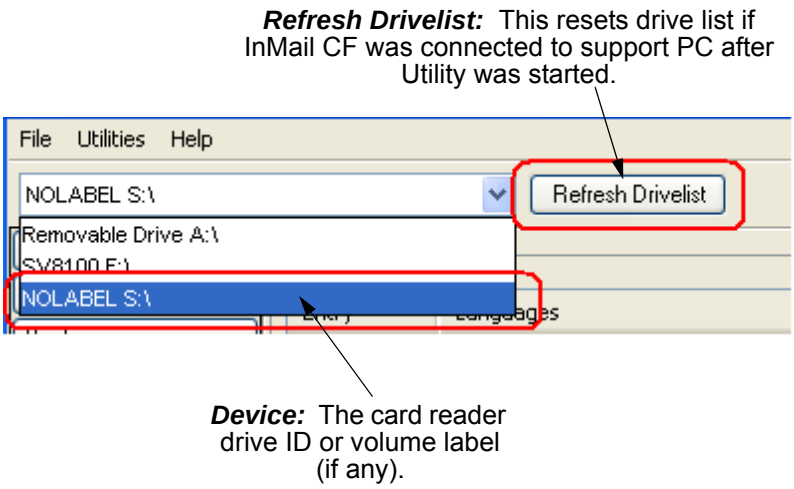

Refresh Drivelist: This resets drive list if InMail CF was connected to support PC after Utility was started.
File Utilities Help
NOLABEL S:\
Refresh Drivelist
Removable Drive A:\
NOLABEL S:\
Device: The card reader drive ID or volume label (if any).

Figure 4-12 Updated InMail Portion of InMail Utility Main Screen

Backing Up the VM8000 InMail CompactFlash Card

The voice prompts, and the recorded names, messages and greetings stored on the VM8000 InMail CompactFlash Card can be backed up to the hard drive on the PC.

1. To back up the VM8000 InMail CompactFlash Card, click **Backup** on the InMail Utility Main Screen (refer to Figure 4-10 InMail Utility Main Screen on page 4-482).
   You can choose to backup any or all of the following:
   - Extension Mailboxes
   - Group Mailboxes
   - Routing Mailboxes
   - System Mailboxes
   - VRS Mailboxes
   - Outgoing Messages (Greetings, Instructions...)
   - Incoming Messages (Subscriber...)

   The Save As (Backup) Screen is displayed. (Refer to Figure 4-13.)

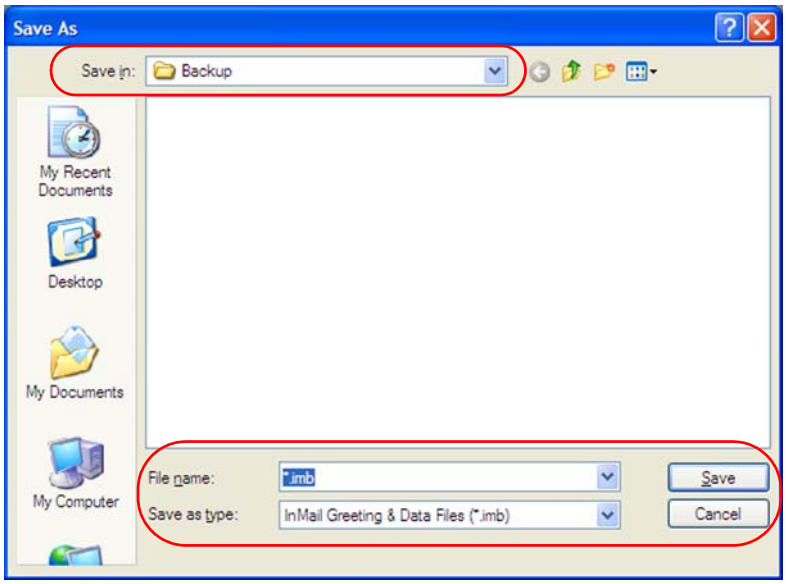
   

   Figure 4-13 InMail Utility Save As (Backup) Screen

   . *The default backup directory is C:\NEC\In-Mail\Backup.*

   . *A directory for the backup hard drive of the PC. If maintaining several customer sites, consider making a separate folder for each site.*

   . ***Caller ID data, stored as part of an incoming voice message, are not retained during the backup. This information is lost.***

   . ***After the backup, messages stored in Subscriber Mailboxes may be restored as new messages.***

2. Select the location (**Save in:**) on the hard drive of the PC where the backup files are stored and click **Save**. The backup may take several minutes.

3. When the backup completes, either click on **Finish** to exit or click on **Report** to see how many messages were backed up for each mailbox.

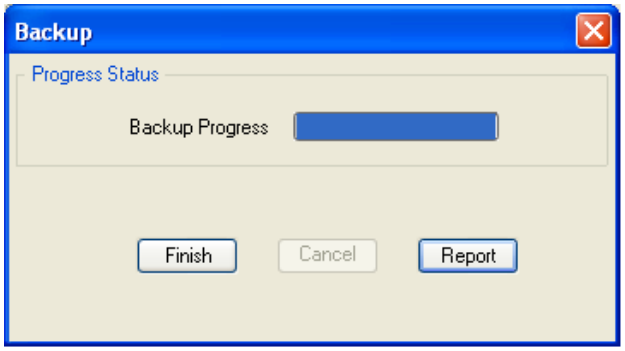


Figure 4-14 Backup Progress Status Screen

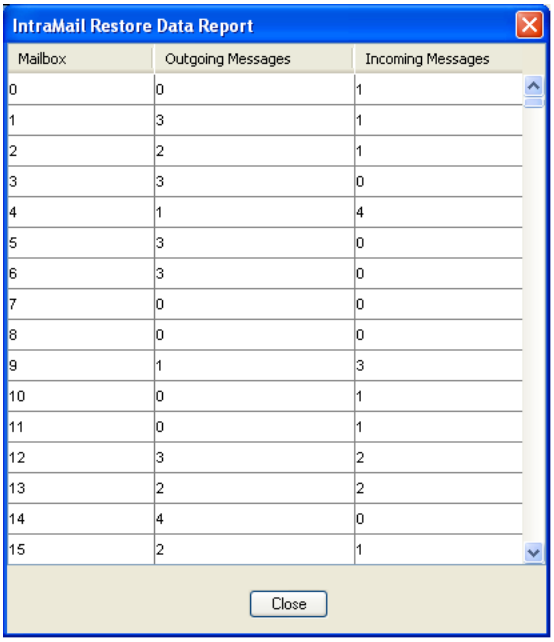


Figure 4-15 Restore Data Report Screen

Restoring a Backed-up Database to the VM8000 InMail CompactFlash Card

System voice prompts, and the recorded names, messages and greetings backed-up on hard drive of the PC can be restored to the VM8000 InMail CompactFlash Card.

1. To restore backed-up data to the VM8000 InMail CompactFlash Card, click **Restore** on the InMail Utility Main Screen (Figure 4-10 InMail Utility Main Screen on page 4-482). Dependant on what items are in the backup you can choose to restore any or all of the following:
   - Extension Mailboxes
   - Group Mailboxes
   - Routing Mailboxes
   - System Mailboxes
   - VRS Mailboxes
   - Outgoing Messages (Greetings, Instructions...)
   - Incoming Messages (Subscriber...)

2. On the InMail Utility Database Restore Screen, choose the database to be restored to the card (**Look In: File name:**) and click **Open**. (Refer to Figure 4-16.)

   . ***Restoring a database to an In-Mail CompactFlash card erases all the data currently stored on the card.***

   . *The restore takes several minutes.*

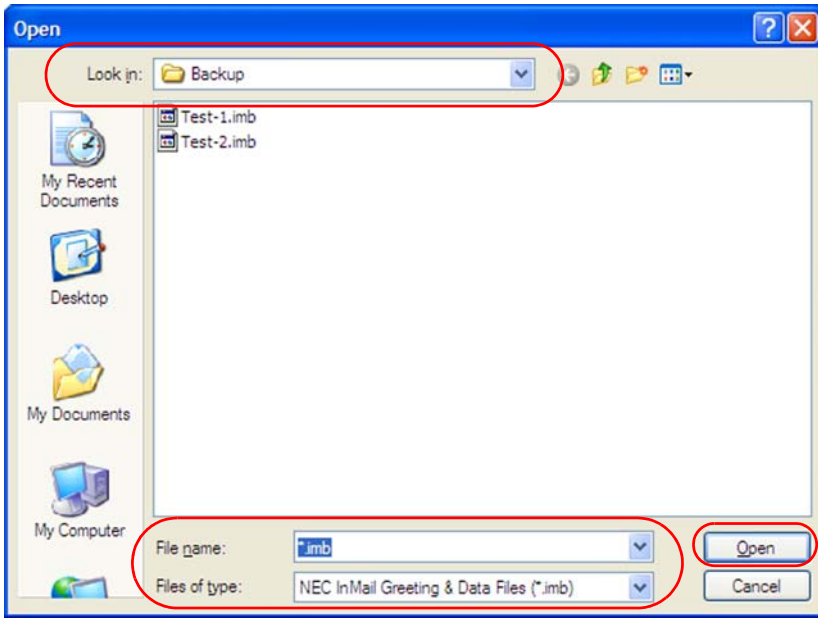


Figure 4-16 InMail Utility Database Restore

3. Choose the message to be restored, then click **Restore**.

4. Once the InMail Utility Restore has completed click **Finish** to close the progress window.

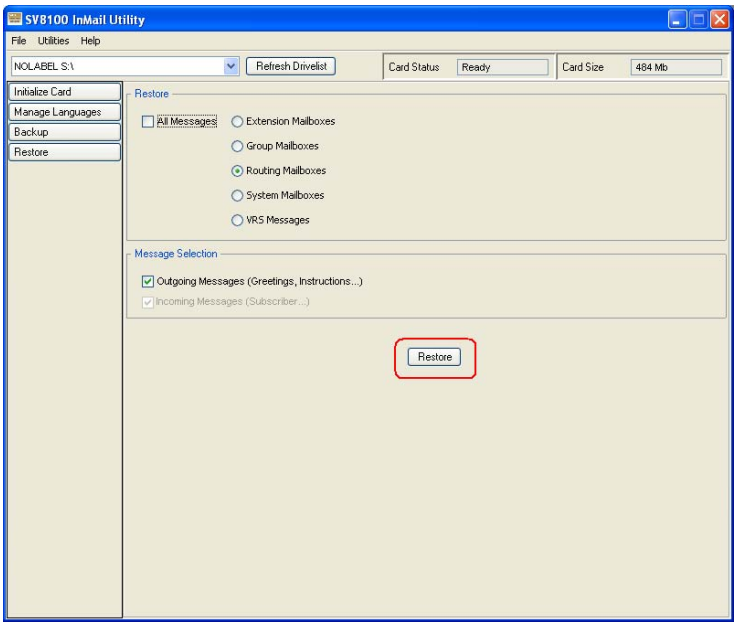


Figure 4-17 Restore Message Screen

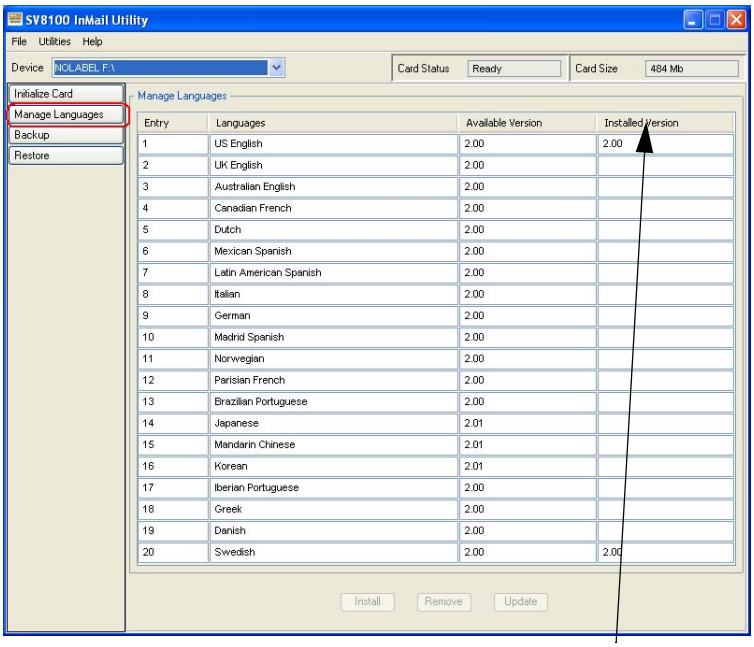
Managing Language Prompt Sets on SV8100 VM8000 InMail

Depending on SV8100 licensing the VM8000 InMail can support up to 20 languages at the same time. At default, all InMail drives come with UK English, Dutch, Italian, German, Madrid Spanish, Norwegian, Parisian French, Inerian Portuguese, Greek, Danish, Swedish, Flemish and Turkish loaded on them. The SV8100 also supports eight concurrent languages on the InMail, at default.

The SV8100 VM8000 InMail Utility includes all supported language prompt sets. If desired default language prompt sets can be deleted to increase available recording time or changed to a different language prompt set. This is done using the **Manage Languages** selection from the Main Screen (refer to Figure 4-10 InMail Utility Main Screen on page 4-482).

Removing a Language Prompt

1. From the Main Screen click on **Manage Languages**.
2. Click on the language prompt set to be removed.
3. At bottom of the screen, click on **Remove**. You will get a progress window.
4. Once the prompt set has been removed, click **Finish** to close the progress window.



Prompt Version the version of the system prompts on the InMail Compact Flash card.

Figure 4-18 Manage Languages Screen

Adding a language prompt

1. From the Main Screen click on **Manage Languages**.
2. Click on the language prompt set to be added.
3. At bottom of screen click on **Install**. You will get a progress window.
4. Once the prompt set has been added, click **Finish** to close progress window.

Initializing the VM8000 InMail CompactFlash Card

The VM8000 InMail Utility provides the option of initializing (reformatting) the InMail Compact Flash drive. Initializing ***completely erases*** the card and loads the default prompt set for the chosen market. For Europe the prompt set is UK English, Dutch, Italian, German, Madrid Spanish, Norwegian, Parisian French, Iberian Portuguese, Greek, Danish Swedish, Flemish and Turkish. All recorded names, messages and greetings are permanently erased during initialization.

. *Initialization of the InMail CF takes approximately 15 minutes using a USB 1.0 port.*

1. To initialize (reformat) the InMail CompactFlash Card, click **Initialize** on the On the InMail Utility Main Screen (Figure 4-10 on page 482).

   Figure 4-19 InMail Utility Initialize Confirmation Screen is displayed.

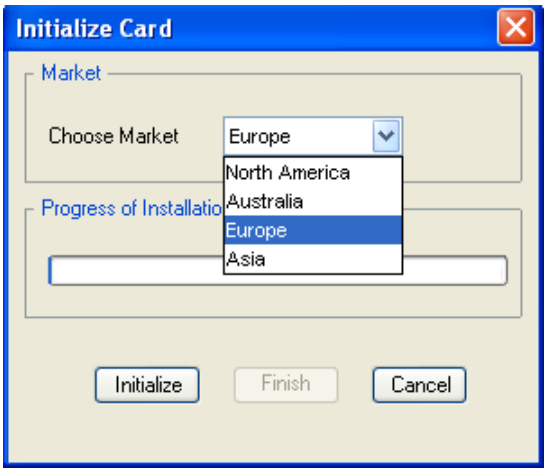


Figure 4-19 InMail Utility Initialize Confirmation Screen

2. On the InMail Utility Initialize Screen, choose the market the InMail CF should be initialized for. Then, click **Initialize** and the progress screen will appear. As each language prompt set is installed, it will have a progress window.

   Tips:

   – Click **Cancel** on the Initialization progress window to stop the initialization.

   – Click **Cancel** on any language install progress window to stop installation of that language prompt set. The Utility will automatically move to the next prompt set.

3. Once the InMail CF has been initialized, click on **Finish** to exit the progress window.

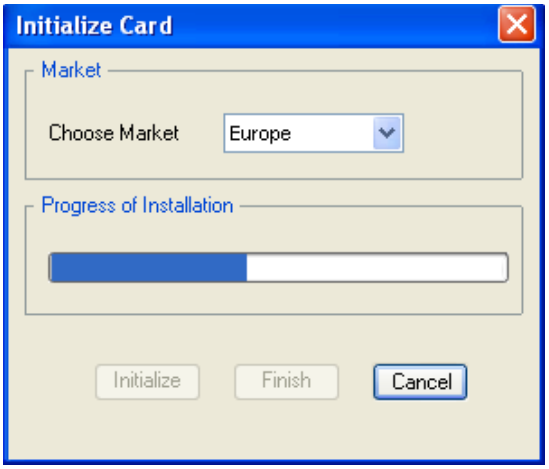


Figure 4-20 InMail Utility Initialization Progress Screen

Soft Key Glossary

Following is an alphabetical index of the InMail soft keys (available for all multiline terminals with soft keys). Also see the Operation section of each feature.

Soft Key	Feature	Definition
AM	Message Notification	When programming a Message Notification time, press to indicate that the entered time is AM.
Annc	Announcement Mailbox System Administrator	Press to access the Announcement Mailbox message options.
Cancel	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Mailbox Name Message Forward Message Reply Record and Send a Message	
Cncl		Press to erase the current message, name, or greeting.
Chnge	Message Notification	Change the Message Notification setup.
Cont	Message Forward Message Reply Record and Send a Message	Press to begin recording.
Done	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Mailbox Name Message Forward Message Reply Record and Send a Message	Press to exit the recording mode while recording a message, name, or greeting.

Soft Key	Feature	Definition
Erase	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Greeting Instruction Menu Listening to Messages Mailbox Name Message Delete Security Code	Press to erase the currently accessed message, name, greeting, or Security Code.
FMFM	Subscriber Mailbox	Press to configure Find-Me Follow-Me settings
Greet	System Administrator	Press to erase a subscriber's greeting from the System Administrator Mailbox.
Exit	Answer Schedule Override Announcement Mailbox Auto Att. Do Not Disturb Auto Time Stamp Call Routing Mailbox Erasing All Messages Exiting a Mailbox Greeting Instruction Menu Listening to Messages Mailbox Name Mailbox Sec. Code Delete Main Menu Message Forward Message Notification Message Reply Record and Send a Message Security Code	Press to go back to the previous menu level or exit your mailbox.
Greet	Auto Att. Do Not Disturb Greeting Main Menu	Press to access the Mailbox Greeting options.
Gr1 **Gr2** **Gr3**	Auto Att. Do Not Disturb Greeting	Press to select a Greeting
Instr	Call Routing Mailbox Instruction Menu System Administrator	Press to access the Instruction Menu options.

Soft Key	Feature	Definition
Lstn	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Caller ID with Return Call Greeting Instruction Menu Listening to Messages Mailbox Name Main Menu Make Call Message Delete Message Forward Message Reply Time and Date Stamp	Press to listen to message, name or greeting.
MBOX	Answer Schedule Override Message Forward Message Reply Record and Send a Message	Select another mailbox.
Msgs	Erasing All Messages System Administrator	Press to erase all messages in the selected Subscriber Mailbox.
Next	Message Notification	Press to skip to the next option without changing your entry.
Next	Listening to Messages	While listening to a message, press to listen to the next message.
Notif	Message Notification	Press to access the Message Notification Options Menu.
Num	Message Notification	Press to program a telephone number as the notification destination.
Off	Answer Schedule Override Auto Time Stamp Message Notification	Press to turn the selected feature off.
OK	Message Notification	Accept the notification number entered and back up to the previous level.
On	Answer Schedule Override Auto Time Stamp Message Notification	Press to turn the selected feature on.
PM	Message Notification	When programming a Message Notification time, press to indicate that the entered time is PM.
Pager	Message Notification	Press to program a pager number as the notification destination.

Soft Key	Feature	Definition
Pause	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Listening to Messages Mailbox Name Message Forward Message Reply Record and Send a Message	Press to pause while recording a message, name or greeting.
Rec	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Greeting Instruction Menu Mailbox Name Main Menu Record and Send a Message	Press to record a message, name or greeting.
Rpt	Listening to Messages	Go back to the beginning of the message.
Resume	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Mailbox Name Message Forward Message Reply Record and Send a Message	Press to resume while recording a message, name or greeting.
Return	Exiting a Mailbox	Press to return to your mailbox.
Sec	Security Code	Press to access the Security Code options.
Subs	Erasing All Messages Mailbox Name Mailbox Sec. Code Delete Security Code System Administrator	Press to select the Subscriber Mailbox maintenance options.
Time	Auto Time Stamp	Press to select the Auto Time Stamp feature.

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